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ABSTRACT

This document is a compendium of descriptions of 163 innovative programs and services for commuter college and university students from campuses across the nation. Entries include a brief description of the program, statement of goals, rationale, and pertinent background information; resources including staff, volunteer, and funding; evaluation efforts; submission data; and the names and addresses of individuals who may be contacted for further information. The descriptions that are included were selected from many submissions for their effectiveness for commuter students, their innovative character, their relevance to a variety of functional areas, and their transferability to other institutions. The descriptions are grouped in nine sections: (1) Activities and Organizations (34 programs); (2) Adult Student Programs and Services (24 programs); (3) Communications Strategy (25 programs); (4) Facilities (11 programs); (5) Housing (32 programs); (6) Orientation (13 programs); (7) Research and Data Collection (5 programs); and (8) Transportation (8 programs). (JB)

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SERVING COMMUTER STUDENTS: EXAMPLES OF GOOD PRACTICE
Fourth Edition - 1993

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NATIONAL CLEARINGHOUSE FOR COMMUTER PROGRAMS

The National Clearinghouse for Commuter Programs (NCCP) is the only national organization that exists solely to provide information, consultation, and assistance to professionals who are initiating or enhancing services and programs for students who live off campus. The NCCP provides professional assistance in meeting the challenges of working with commuter students in all types of colleges and universities. We provide members with practical and timely publications, personal responses to questions, access to extensive resource files, and opportunities to network with other professionals with similar interests.

Members of the NCCP receive the following:

The Commuter: A quarterly publication that features articles of interest to, and often written by, members. Recent issues have focused on adult learners, facilities, Asian American students, research techniques, and community service. Current books and articles in the field are also reviewed for their potential usefulness to members.

Commuter Students: References and Resources: This publication provides a comprehensive cross-referenced listing of literature on commuter students and institutions. This publication is designed to keep professionals abreast of the literature and to assist those doing research on commuter students and related issues.

Serving Commuter Students: Examples of Good Practice: This document is a compendium of innovative programs and services from campuses across the nation. Entries include the names and addresses of individuals who may be contacted for further information.

Members are also invited to contact the NCCP with specific questions and information requests. We maintain files of surveys, brochures, handbooks, newsletters, and other information for members' use. NCCP staff members are also available as speakers, workshop leaders, and on-site consultants.

For more information about the NCCP contact:

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INTRODUCTION

The National Clearinghouse for Commuter Programs is pleased to present the fourth edition of **Serving Commuter Students: Examples of Good Practice**. This is a compendium of descriptions of high quality programs and services for commuter students on campuses across the nation. Although the programs and services included are not necessarily limited to commuters, they are selected for their effectiveness in improving the quality of life for commuter students.

The examples in this edition were selected from numerous submissions from colleagues at various types of institutions. Those submissions that were selected met the following criteria:

- effective for commuter students
- innovative
- useful to a variety of functional areas
- transferable from one institution to another

We hope that this latest edition of **Serving Commuter Students: Examples of Good Practice** will be a practical tool for you in your work for, with, and on behalf of commuter students. Please let us know your comments about this edition and suggestions for future ones.

SUGGESTIONS FOR USE

Examples of Good Practice is designed to be a practical tool for those who work with commuter students. We hope that you will use this publication as a way to learn how other institutions are serving commuter students, to encourage others on your campus to do more for commuters, and to get new ideas and perspectives that will enhance your service, programming, and research efforts.

We have added several new features to facilitate your use of **Serving Commuter Students: Examples of Good Practice**. These include:

Table of Contents: By skimming the table of contents, you can quickly find items that are of interest to you.

Each example lists an individual that you can contact, by phone or in writing, for additional information.

Date Submitted: This tells you when the example was submitted to the NCCP. Because this publication has a lengthy production time, you will notice that some examples are as recent as April 1993 while others were submitted in 1991 or 1992. Even though the contact person may be different than the one listed, you should feel free to seek additional information using the given address and phone number.

Submitted By: Some examples list a submitting individual in addition to the contact person. This alerts you to an entry that may have been submitted to a previous edition of **Examples of Good Practice** and updated for this one; to an example that has been submitted by someone not directly involved with the program, service, or research effort; or, to one that has been submitted by someone other than the contact person (e.g., graduate assistant, administrative assistant).

Section Headers: Each entry is marked in the upper right hand corner with the name of the section in which it belongs. This feature helps you know at a glance where you are in the publication.

We hope these features will make this edition of **Serving Commuter Students: Examples of Good Practice** a tool that you will use frequently, share with others, and incorporate into your work for, with, and on behalf of commuter students.

ACKNOWLEDGMENTS

Producing this edition of **Serving Commuter Students: Examples of Good Practice** has been a process that could not have been done without the help, support, and encouragement of many people. I would like to acknowledge the following people for their hard work and dedication to this project.

- Anita Ahalt and her student staff, Michelle Hatch, Jennifer Plumer, and Karen Shorter for their tireless turn-around of revisions and edits.
- Martha Baer Wilmes for her editing skill, creative suggestions, and personal and professional support.
- Barbara Jacoby, for her insights, encouragement to be creative, and support for balancing this project with other responsibilities.
- All the colleagues who submitted their program, service, and research examples to us — this truly could not have been done without them.

-Adrienne J. Hamcke
Editor

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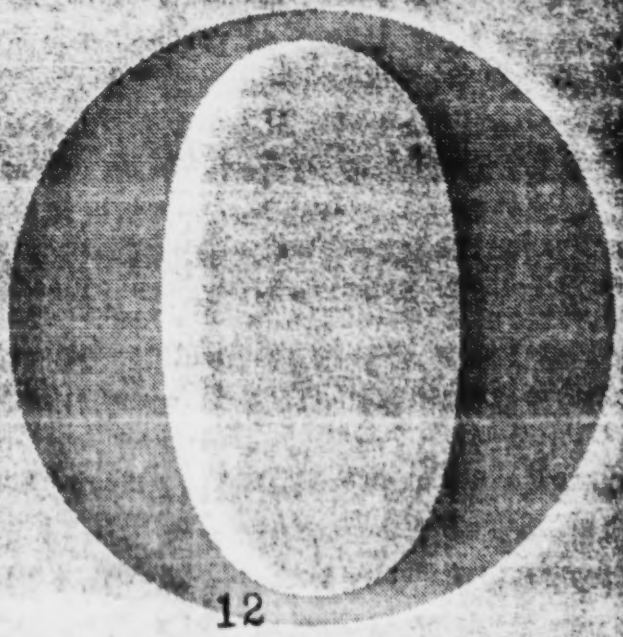

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EXAM CRAM

Description

Beginning at 6:00 p.m. on the Sunday before Finals Week, the Hazel H. Smith Off-Campus Student Center opens its doors as a study area and remains open on a 24-hour basis until the beginning of the last final at 3:30 p.m. Friday. There is strict enforcement of limited talking, no television viewing, radio/tape playing (without headphones) or game playing of any kind. Coffee, hot tea, hot chocolate, and a cold drink are available continuously with "munchies" such as cookies, chips, pretzels, carrot/celery sticks, apples, and oranges. The computer/typewriter lab is open on an extended basis, from 7:30 a.m. to 10:00 p.m. and at least one monitor is at the Center at all times, ensuring a quiet atmosphere and overseeing the operation of the Center.

Goals/Rationale/Background Information

Comfortable, quiet study areas are difficult to find during Finals Week. The libraries are often crowded and do not provide overnight service, nor does the Student Union. Both commuter and resident students appreciate a long-term place on campus for studying. During the fall semester, there is also concern for possible adverse weather conditions, so the Center provides shelter for out-of-town students who might otherwise be stranded or forced to pay for a hotel stay.

Resources

The Center utilizes both paid and volunteer workers for this activity, with the Center covering the cost of any wages. Various student organizations (in addition to the Center) contribute funds to provide for the food and drinks, which are purchased from a wholesale warehouse. A standard flyer is posted on each floor of every residence hall, greek unit, and general bulletin boards around campus, and display ads are placed in the campus newspaper when the funds allow.

Evaluation

Exam Cram participants amount to about 3,000 students each Finals Week, most of whom are extremely grateful for the service. The morning hours of 2:00 a.m. to 6:00 a.m. has the least number of users, most of whom sleep during that time. A test of closing between the times during the Fall 1992 semester saw a significant drop in the number of students utilizing the Center, especially from 11:00 p.m. to 2:00 a.m. and 6:00 a.m. to 8:30 a.m. The Center will return to the 24-hour study period for the Spring 1993 semester to see if a significant increase occurs. Expanding the support from student organizations such as the Undergraduate Student Government and Graduate Student Senate will also be pursued.

Contact

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Date submitted: 8/92

COMMUTER CORNER/CAMPUS EMPLOYMENT CORNER

Description

One of the major welcoming events at the University of Maryland at College Park each fall is the Campus Activities sponsored "First Look Fair." With its carnival-like setting, the fair is an opportunity for student organizations, academic departments, and other offices to present their resources and information to students interested in getting involved on campus. The Office of Commuter Affairs coordinates both the "Commuter Corner" and the "Campus Employment Corner" sections of the fair.

Commuter Corner is comprised of off-campus transportation-related agencies, as well as on-campus offices of particular interest to commuter students (e.g., campus parking, off-campus housing, security, shuttle). A "Commuter Jeopardy" game challenges students to answer questions about commuting and campus in general with prizes ranging from ice-scrapers and key chains to free parking passes. Campus Employment Corner gives on-campus offices the opportunity to advertise available positions and talk with students about the advantages of having a job on campus.

Goals/Rationale/Background Information

Both Commuter and Campus Employment Corners have proven to be effective ways of raising awareness of commuter issues and services for all campus members. By bringing off-campus agencies into direct contact with students, the students gain information while the agencies gain exposure and a better understanding of the people they are serving. Through the information and "fun" provided by the Office of Commuter Affairs, students gain a better understanding of the resources available through the office.

Resources

A staff member coordinates both Commuter and Campus Employment Corners. Local merchants and the Office of Commuter Affairs provide prizes for giveaways. The overall First Look Fair committee coordinates publicity and arranges locations and other logistics.

Evaluation

Count is kept of how many brochures and other items are taken throughout the two days of the fair. Students are especially pleased with the opportunity to get so much information in one location. The "Commuter Jeopardy" game has proven to be an effective means of educating students, faculty, and staff about issues of particular concern to students commuting to campus.

Contact

Martha Baer Wilmes
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University of Maryland at College Park
1195 Stamp Student Union
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Date submitted: 7/92

COMMUTER STUDENT COUNCIL

Description

The Commuter Student Council (CSC) is a student organization which consists of a secretary, treasurer, and several service coordinators (transportation, programs, promotions, housing, and transfer). It is advised by the Director for Off Campus Living. The group meets biweekly with commuter senators to discuss the needs and concerns of the commuter population. These biweekly meetings are open to CSC members as well as to any concerned person who wants to attend. In collaboration with the Center for Off Campus Living, the CSC also provides information and services to commuter students.

Goals/Rationale/Background Information

The Commuter Student Council was created to provide a voice for the needs of the growing commuter student population at James Madison University.

Resources

The Commuter Student Council is one of the few student organizations budgeted with monies provided by the Student Government Association. Budgets are approved annually by the finance committee of the SGA.

Evaluation

The CSC is evaluated through the Student Activities department and is supervised by an advisor. Budget monies are appropriated according to the need and effectiveness of the student organization.

Contact

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Harrisonburg, VA 22807
(703) 568-6071

Date submitted: 7/92

TRANSFER TO TRANSFER

Description **Target Group:** Transfers

The Transfer-to-Transfer program trains presently enrolled commuters as peer helpers to incoming transfer students. The purpose of the program is to ease the transition period to James Madison University and provide students with the greatest opportunity for success.

Goals/Rationale/Background Information

Transfer guides are assigned a group of 3-5 new transfer students in the spring of each year. The guides correspond with these students throughout the summer and meet them at a reception during Fall Orientation. The transfer guides assist these new students with scheduling, finding classes, making contacts, seeking off-campus housing information, and problem solving.

Resources

The Transfer-to-Transfer program is funded by the Commuter Student Council. Leadership for the program is provided by a Student Coordinator and supervision for the program comes from the Office of Commuter Services. Approximately 100 guides are trained as peer advisors.

Evaluation

Feedback from guides and new transfers has been extremely positive. The guides enjoy providing services and helping others. The transfer students feel more a part of campus and campus life and they feel that their new environment is less threatening when they learn about it through their peers.

Contact

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Harrisonburg, VA 22807
(703) 568-6071

Date submitted: 7/92

COMMUTER AWARENESS WEEK

Description

Commuter Awareness Week is a series of activities within a designated week that focuses on recognizing off-campus students and the services that the university provides for them. Prizes are distributed and activities occur throughout the week. Prizes consist of giveaways provided by local merchants. Activities include an ice cream social, a drawing for a grand prize, doughnuts given out at the bus stops, a t-shirt design contest, random prizes given to those wearing an off-campus student button, and many more.

Goals/Rationale/Background Information

The purpose of Commuter Awareness Week is to build pride and enthusiasm for living off campus and to highlight the services the Commuter Student Council and the Center for Off Campus Living provide.

Resources

The week is organized by the Commuter Student Council. The expenses are minimal because prizes are donated.

Evaluation

Off-campus students pick up a commuter button and wear it during the week in order to win prizes and participate in the activities. Approximately 1,000 buttons were distributed during the first year of the program. The program goal is to increase this number annually.

Contact

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Date submitted: 7/92

TONS OF FUN

Winner of the 1991-92 ACPA Commission XVII Award for Outstanding Example of Campus-Wide Collaboration to Serve Commuter Students and/or Adult Learners

Description **Target Group:** Adult Students

Tons of Fun is an annual alcohol-free event held in the Vadalabene Center, the student recreation center at Southern Illinois University at Edwardsville (SIEU). The recreation center becomes a Spring Break paradise from 9:00 p.m. to 5:00 a.m. on the Friday night of break week. The event includes dancing, recreation, contests, and unique activities. Some of the fun activities include: putt-putt golf course made of foam and duct tape; a muscle man and woman contest during Dancin' Til Dawn; a gigantic twister game with a first prize of a free canoe trip for two and 2.5 lbs. of trail mix; feature movie shown in the pool area. Students also play volleyball, basketball, and lift weights.

Goals/Rationale/Background Information

The primary goals of this event are to provide an alcohol-free event on a weekend, to offer recreation and social activities for the student population, and to involve the campus community in the planning and implementation of the event.

Tons of Fun provides students with the opportunity to become involved in a campus event on two levels: planning and organizing the activities and participating in an all-night event in which students interact with other students and student organizations, promoting a sense of belonging.

Evaluation

In addition to positive feedback on evaluation forms for the event, the increased involvement by the campus community during Tons of Fun II attests to the impact of this event on the campus community. A comparison of campus participation for the two years illustrates this point.

Comparison of Participation in Tons of Fun

	Tons of Fun I	Tons of Fun II
Volunteers	77	96
Student Organizations	5	11
Campus Departments	7	11

Contact

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Date submitted: 6/92

S.U.N.Y. FIRE SAFETY PROGRAM

Description

This program is geared toward commuters and others who have concerns regarding fire safety. The chief and an assistant from the Buffalo Fire Prevention Bureau set up in the Student Union and provide expert advice to students who have questions and concerns.

Goals/Rationale/Background Information

Commuter students often rent apartments which do not meet standards of safety in regard to fire prevention. Often the problems include lack of smoke detectors and faulty wiring. This program provided an opportunity for students to receive accurate information and advice.

Resources

The program was promoted through ads in the student newspaper and flyers posted throughout campus.

Evaluation

This program was well received by students. Approximately 25-30 students stopped to ask questions in a 2 hour period.

Contact

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Date submitted: 7/92

EXPLORATION '92:
GO BEYOND THE CLASSROOM

Description

Exploration is an annual event sponsored by the Commuter Affairs Office, Residence Department, Student Government Association, Part-Time Jobs Office, Student Development Office and University Undergraduate Studies. The program introduces new and continuing students to the many opportunities available at Towson State University. It is a day-long event which takes place at the student union during the second week of the fall semester. There are several different components to the day:

Student Service and Activity Fair - exhibits by over 50 different student groups and administrative offices. Weather permitting, this fair takes place from 11 a.m. to 4 p.m. on the University Union patio.

Part-Time Job Fair - exhibits by over 40 employers. Students can interview for both on- and off-campus jobs. This fair takes place inside the Union from 1-4 p.m.

Volunteer Fair - exhibits by approximately 20 community service organizations representing areas of health, environment, and the arts. This fair takes place in the Union lobby from 1-4 p.m.

Academic Fair - exhibits by the University's six colleges and the student clubs and honor societies related to majors. Students can talk with faculty members and get an idea of career paths related to their majors. This fair takes place in the union from 1-4 p.m.

Exploration is a festive event featuring a live band, plenty of food, and a variety of prizes and giveaways.

Goals/Rationale/Background Information

In the past, Towson State used to do three separate "expos" to acquaint students with the campus. In 1990, Commuter Affairs, Residence Department, and the Student Government Association decided to combine these efforts and make one big event. The rationale was to bring commuters and residents *together* and to encourage student involvement as an important component of both retention and adaptation to college life.

Exploration is now a University-wide event which encompasses student activities, employment, volunteerism, and academic achievement. It recognizes commuters as an integral part of the campus community, and promotes involvement at various levels for all students.

Resources

The budget for Exploration comes primarily from two sources:
- exhibitor fees ($20 per table).
- donations from the SGA and other administrative offices.

The main expense for the event is publicity (four-color flyers, posters, banners, promotional giveaways, etc.).

Because of the size and nature of the event, it is important that it be held in a central location on campus and that there be numerous rooms and areas available to set up the different fairs. At Towson, the student union has all the necessary requirements, including close proximity to food services (which means that pit beef, hot dogs, and sodas can be served as part of the event).

Staffing needs for the event are as follows:

- Two days prior to the event, 16 students (eight per day) to hand out promotional flyers and items.
- On the day of the event, one representative from each of the six coordinating offices and 30 to 40 student volunteers are necessary. To get this many students, it is best to ask the larger student organizations on campus to provide volunteers.

Evaluation

The event draws from 700 (when it is held entirely inside) to 1,200 (when held both inside and outside) students. Each year new components are added and it has grown tremendously in terms of size and recognition.

There is an evaluation form that students must fill out in order to be eligible for the grand prize drawing. Overall the responses on the evaluations have been positive. Participants feel the event is a good way to show what opportunities and services are available at Towson State. They also like the timing of the event which is held early enough in the fall semester to provide vital information and help, especially for new students.

Contact

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Date submitted: 7/92

OFF CAMPUS AGGIES

Description

Off Campus Aggies (OCA) is a registered student organization at Texas A&M University created to enhance the educational environment for commuter students and to address specific needs and problems that they might encounter.

Goals/Rationale/Background Information

Off Campus Aggies' major points of concern are: involving off-campus students in campus and community life, providing social gatherings to help off-campus students make new friends and meet people, discussing concerns that affect Off Campus Aggies at monthly meetings, and acting as an advocate to Student Government, University Administration, and community officials regarding issues and concerns of off-campus students.

Resources

Membership dues are $5 per semester or $8 for the year.

Evaluation

OCA involvement has many benefits such as leadership development, social and educational activities, interaction with University officials, and making many new friends.

Contact

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College Station, TX 77843-1257
(409) 845-1741

Date submitted: 6/92 **Submitted by:** Rick Montelongo

COMMUTER AWARENESS DAYS

Description

Commuter Awareness Days are held the fourth Wednesday of each month at Xavier University.

Each Commuter Awareness Day is filled with a unique combination of programs, which usually lasts from 8:00 a.m. to 8:00 p.m. Commuter Services coordinates the day and tends to sponsor two or three programs. Commuter Council, a student organization, sponsors at least one event. The remaining activities are sponsored by campus offices/organizations and local merchants. The highlights of the program include:

- Free food
- Prizes given out to students spotted wearing "Commuter Friendly" buttons
- "Commuter of the Week" parking space drawing
- Information Fair at lunch
- Interest sessions for commuters (e.g., car maintenance, personal safety)
- Evening Information Tables
- Some type of tournament (e.g., Jeopardy, Twister)

Offices which have participated in the program are Dining Services, Recreational Sports, Career Planning and Placement, University Ministry, Programs in Peace and Justice, Student Activities, the Bookstore, and Safety and Security. They view their involvement as a way of making their areas more visible to commuters. A number of offices and local merchants donate various items, such as mugs, key chains, t-shirts, ice scrapers, car oil, etc., to be given away throughout the day.

Goals/Rationale/Background Information

The goals of this program are to increase campus awareness of commuter students, to recognize commuter students' needs, and to promote interaction between campus offices/organizations and commuter students.

Resources

Publicity for Commuter Awareness Days includes: posters and flyers, buttons given out during the two days before each event, student newspaper ads, and advertisements in the commuter newsletter.

Evaluation

This program can be as big or small as your group desires. We started out with a relatively small line up of activities, based on ideas gathered from the National Clearinghouse for Commuter Programs, and built up the program with each additional day.

Contact

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(513) 745-3205

Date submitted: 3/91

Submitted by: Kristin Littel

"GOOD MORNING COMMUTERS" -- COFFEE HOUR

Description

Each semester, the Office of Commuter Services sponsors a "Good Morning Commuters" -- Coffee Hour. The coffee hours are designed to give students the opportunity to meet new friends, join others who do not have time for breakfast, arrive early for classes, get a premium parking space near campus, or just socialize. Commuters are invited every other Wednesday from 9:00 a.m. to 10:30 a.m. to have a cup of coffee, hot cocoa, tea, juice, and free doughnuts.

Goals/Rationale/Background Information

The primary goal of this program is to provide commuter students with an opportunity to meet and discuss their concerns with other students, staff, and some administrators.

Resources

Funding for this activity is provided by the Morgan State University Foundation and bake sales sponsored by the Community Council. Students learned of this through circulars, word of mouth, and the P.A. System in the McKeldin Center. Space is provided free in the Student Center.

Evaluation

Morale among commuters seems to be higher, and attendance has increased. Students remarked that "it is about time something is provided for commuter students." The coffee hour has made students aware of the services and programs that serve commuters. This is the sixth year for Commuter Services on Morgan's campus. This service has had the most impact on our students. They look forward to the Coffee Hour every other Wednesday. There continues to be a sense of belonging and a feeling that the University cares about the commuters.

Contact

Jurnice H. Sellars
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(410) 444-3904

Date submitted: 6/92

WIDENER ROAD RALLY

Description

The Widener Road Rally is a challenge of teamwork and problem solving skills. Teams of four per vehicle attempt to find the answers to a series of questions as they drive around a course unknown to them until start time. Questions are based upon things participants will see or do on the course. Local merchants may give out coupons and answers in some parts of the course. A pizza party is held at the conclusion of the rally while the answers are evaluated, and awards are presented.

Goals/Rationale/Background Information

This is a social, hands on activity, which requires teamwork. The party at the end enables participants to commiserate about their experiences. This is also a great commuter/resident mixer.

Resources

Pizzas were donated by local merchants for the party, resulting in an impromptu "taste test" of several of the places which were visited on the course. Twelve pizza gift certificates for the first, second, and third prize winners were awarded as prizes. The entry fee for teams of four was $5.00 per team and covered the costs of trophies for the first place team.

Evaluation

This is a new program. We encouraged faculty and staff to participate and this made for an even better event. There is a substantial time investment to do the event right. In addition, we were very sensitive to the fact that speed must not be rewarded in any way, due to potential liabilities. We chose to use odometer readings from the vehicles as a tie breaker in the unlikely event of a deadlocked contest.

Contact

Steven K. Martin
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Chester, PA 19013
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Date submitted: 11/92

MARKET DAYS

Description

Each semester, Market Days brings representatives of Milwaukee's area social service agencies to campus. Booths are set up for agency representatives who display materials, answer questions about their agencies, and recruit student volunteers. The program is sponsored by Volunteer Services Unlimited, a program supported and supervised by the Office of Student Life.

Goals/Rationale/Background Information

The primary goal of Market Days is to provide information about service/learning (volunteer) opportunities in the Milwaukee area. Since agency location is an important factor for commuter students, this program is very helpful in encouraging their involvement in community service.

Resources

Each agency is charged a minimal fee of $3.00 to cover the cost of setups, mailings, and coffee service. Approximately 30 agencies participate at each Market Day program.

Evaluation

Market Days provides valuable information to students about agencies prior to their selection of an agency for volunteer credit.

Contact

Kathleen Moylan, Director
Office of Student Life
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(414) 229-3758

Date submitted: 12/92

COMMUTER COUNCIL

Description

The Commuter Council is a student organization charged with monitoring the problems and need of commuter and off-campus students. They elect a slate of officers representing all classes and meet bi-weekly to address concerns of the commuting students. The Council works with student organizations to encourage participation of all students in all events. The governing body consists of a president, vice president, secretary, treasurer, publicity chairperson, and various other committee chairpersons.

Goals/Rationale/Background Information

The goals of the Commuter Council are to provide a governing body to plan activities, address problems, and give a sense of belonging to commuter students, and to increase participation in this organization in order to develop and implement programs and services to strengthen the morale and identity of the commuter population on the campus.

Resources

The budget allocated by the Student Government Association and subsidized by the Commuter Council is used to maintain the social events and educational programs for commuters.

Evaluation

The commuter students are now becoming a significant part of the university community and the Commuter Council participates in sponsoring events such as date rape and stress management workshops, exhibits, group meetings, and cultural activities with other student organizations. This sense of belonging helps commuters adjust to university life and feel comfortable on campus.

Contact

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(410) 444-3904

Date submitted: 6/92

TRANSITION IN LEADERSHIP RETREAT

Description

This is a three day retreat experience designed to prepare new student leaders of the Off-Campus Student Association for their new leadership roles. This retreat is held at the end of the spring semester to allow students ample opportunity to assume their responsibilities and to begin to plan for the fall semester. Sessions cover use of the student fund office and student center, program plans, leadership and meeting management skills, recruitment and retention, time management, handling power, and student/staff relationships. Sessions are facilitated by past officers of the Off-Campus Student Association for the new officers.

Goals/Rationale/Background Information

The goals of this program are to provide students with basic skills training exercises that foster team building and the creation of clear definitions of responsibilities and expectations for the upcoming year.

Resources

An off-the-campus location should be used and facilities should be available for recreational activities and group cooking.

Evaluation

Students get an early start on planning and preparation for the upcoming year. They learn about themselves, others, and the organization in a relaxed, educational atmosphere.

Contact

Yvette Allen-Lomaro
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Rutgers College
Student Activities Center, 613 George Street
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(908) 932-6978

Date submitted: 8/92

COMMUTER AWARENESS WEEK

Description

Commuter Awareness Week is designed to spotlight commuters and bring attention to their specific needs and concerns. Events include a time management workshop, giveaways of AAA memberships, information tables publicizing services and resources, and live music in the Student Center. Mailers were sent to all commuter and off-campus students, and correspondence went to organizations who provided services for commuters.

Goals/Rationale/Background Information

The goals of the week are to make commuter students' needs more visible and to remind the University Community of commuters' concerns. A key part of the success of such a program is involving a large number of people from around the University community.

Resources

Funding and staffing for events during the week were mainly provided by the Commuter and Off-Campus Student Organization. The local AAA Travel Agency donated all memberships, and the management of the Rathskellar (a campus eatery where the concert was held) co-sponsored the band.

Contact

Michelle Schultz
Adviser, Commuter and Off-Campus Student Organization (COSO)
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Student Activities Office
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Kent, OH 44242
(216) 672-3105

Date submitted: 5/91

STEP AHEAD PROGRAM

Description

Step Ahead is a program for off-campus students at the University of Arizona that is organized by a student coordinator and eight peer advisors, who receive a small stipend each semester. The program is designed to help students feel a sense of belonging on campus and to gain knowledge and skills regarding University programs and services. This program is the window of opportunity to help off-campus students get involved on campus.

The peer advisors have approximately 40 students per group and are responsible for telephone contact and group meetings. Activities are planned throughout the year to keep the students involved. Outreach to residence halls, cultural centers, and the greek system every month ensures activities with a wide cross section of students.

Assistant peer advisors are chosen within the first month of the program. They are selected from active new students enrolled in Step Ahead that want more leadership opportunities. We have found this assistant program to be an excellent way to build a leadership ladder for future Step Ahead staffing. Most assistants go on to apply for peer advisor positions and the coordinators are often students that have been both assistants and peer advisors in previous years. Thus, the coordinators have significant experience and great new ideas.

Activities have included: Goofy Olympics, Semi-Formal dance, Academic Student Strategy Workshops, tutoring sessions, Friday information and social activities, community service, weekend trips, international potluck dinners, Thanksgiving dinners, Secret Santas, faculty-student interaction events, liaison with campus departments, camping trips, etc.

Goals/Rationale/Background Information

The goals are to help off-campus students develop a sense of belonging, to help off-campus students learn more about the campus, its resources, services, and opportunities, to provide leadership opportunities for students, and to educate campus service providers about the needs of off-campus students.

This program is identified as a retention program. Off-campus students are the first to "stop-out" and drop-out because they lack a sense of campus community. This program was funded by the Vice President to encourage a sense of community for off-campus students.

Resources

The Vice President for Student Affairs first funded this program. He has allocated $4,000 in student wage money for the peer advisors and coordinator. The students are responsible for earning programming money.

The Center for Off-Campus Students' budget supports monthly mailings of calendars and postcards regarding pertinent events that Step Ahead students should be aware of.

Evaluation

At the end of every year the peer advisors and assistants complete an evaluation. Most of the energy is spent on ideas and brainstorming for positive improvements in the next year. This program has become a part of the fabric of campus. The group participates in the all-campus Evening of Excellence and is visible in most campus activities including Family Weekend, Homecoming, Spring Fling, etc. Students become friends and end up coordinating social activities outside the ones Step Ahead sponsors.

Contact

Pam Perry
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University of Arizona
SU 101
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(602) 621-7597

Date submitted: 7/91

COMMUTER APPRECIATION COFFEE HOUR

Description

Approximately three times a semester we sponsor the coffee-hour in our Student Center main lobby. We offer free coffee, cider, fruit, and doughnuts under a banner that reads "CCSU Commuters - For All You Do, This Is For You!" Each Coffee Hour is co-sponsored and hosted by a different department or organization on campus. The hosting group has the opportunity to distribute literature or otherwise promote their office of club. Some of our hosts have included the Student Government Association, Career Services, and Volunteer Experience program.

Goals/Rationale/Background Information

This event is designed to help students learn more about various programs and services on campus.

Resources

Lobby space, approximately $450 worth of refreshments, and 2 or more people to staff the coffee hour from 10 a.m. to 1 p.m. and 4 p.m. to 6 p.m. are the only resources needed.

Evaluation

Although no formal evaluation has been conducted, informal feedback has indicated that students are very responsive and appreciative. We do not advertise the program; it just happens about every 5-6 weeks, and students are pleasantly surprised.

Contact

Judy A. Hartling
Assistant Dean, Student Affairs
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New Britain, CT 06050
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Date submitted: 5/91

NIGHT CLASS SOCIALS

Description

During the second week of classes, the Office of College Activities provides night-class students with cheese, crackers, vegetables, fruit, etc. (anything they can't get, in a vending machine). At this time, semester calendars, college brochures, local shops and restaurants' coupons, and other informative materials are distributed. Tables are set up in the hallways of the most attended classroom buildings so that students can stop by on class breaks.

Goals/Rationale/Background Information

Our evening students are often not able to be on campus during the day to find out about upcoming events. This social which features free "substantial" food instead of traditional vending machine fare, gives students the opportunity to eat a healthy snack and learn about campus programs and opportunities.

Resources

The money for the food comes from Student Activities and the tables are staffed by work-study students who are knowledgeable about the campus.

Evaluation

The students were hesitant at first to take the free food, but after a few minutes, the social was up and running. There were so many positive comments, that we will definitely continue this event.

Contact

Colleen Ruefle
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La Roche College
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Date submitted: 5/91

F.O.C.U.S.

Description

F.O.C.U.S. is a student organization that provides social, educational, and leadership development opportunities for off-campus students in their first year at Bowling Green State University.

Goals/Rationale/Background Information

Research indicates that students who become involved in campus activities are more likely to persist in higher education and to feel that they matter to their institution. The F.O.C.U.S. organization originated approximately three years ago to provide first year off-campus students with a sense of belonging and attachment to the university, as well as to help students develop leadership and organizational skills. Initially, the organization limited itself to freshmen students, however, the organization later recognized the similar needs of first-year transfer students and broadened its membership to include these students. The organization offers members opportunities to develop strong ties to the University community through the various programming activities that it undertakes.

Resources

The organization has an office in the Hazel H. Smith Off-Campus Student Center, and receives monetary support from the general fees. The organization is advised by the graduate assistant at the Center, with support from the Center's director.

Evaluation

Because of the recent start of the organization, formal evaluations have not yet been conducted. The students who are and have been involved with F.O.C.U.S., however, believe that the organization has provided them with an important link to the University and with valuable leadership skills.

Contact

Sue Witschi
Director, Off-Campus Student Center
Bowling Green State University
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Bowling Green, OH 43403-0153
(419) 372-2573

Date submitted: 1/93

PRE-REGISTRATION ACTIVITIES

Description

During the June and July pre-registration activities of the University, the Off-Campus Student Center sponsors an information session for incoming freshmen commuter students and their families. The Center utilizes a graduate practicum student and numerous student volunteers to implement this program. The graduate student coordinates recruitment of the volunteers and volunteer training and supervises the actual sessions. The student volunteers give information of particular interest to commuters, provide tours of the Center, and specialize in addressing student concerns and questions.

Goals/Rationale/Background Information

The Off-Campus Student Center recognizes that many of the University's pre-registration activities focus on the needs and concerns of residential students. Our information session provides students an early introduction to the faculty, and also offers students and parents an opportunity to ask questions and address concerns specific to their needs.

Resources

Monies for the activities come from the Center's budget and the commuter student organization. Publicity for the activity is listed in the Pre-Registration booklets put out by the Office of Student Activities and Orientation.

Evaluation

The session receives favorable evaluations from both student and parent participants, as demonstrated by the pre-registration evaluation. The families appreciate the special attention that the program offers.

Contact

Sue Witschi
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(419) 372-2573

Date submitted: 1/93

"COFFEE TALK" WITH FACULTY AND STAFF

Description

Coffee Talk takes the traditional "coffee and doughnut" commuter breakfast one step further. Faculty and staff members are invited to mingle with commuter students in half-hour shifts at an informal breakfast where doughnuts and coffee are served in the lobby of the Student Union. Faculty and staff who participate are given name tags to wear.

Goals/Rationale/Background Information

At a large university, commuter students often have little, if any, informal contact with faculty and staff. This event allows faculty, staff, and students to get to know each other, thus helping commuters feel a closer bond with the campus.

Resources

One professional staff member and one graduate assistant staff the program. Costs involved are the purchase of coffee and doughnuts.

Evaluation

No formal evaluation is performed, but observational data shows a relaxed, positive attitude on the part of all involved.

Contact

Edward Brodka
Student Activities Associate
SUNY at Buffalo
Office of Student Life
150 Student Union, Buffalo, NY 14260
(716) 645-6125

Date submitted: 12/92

COMMUTER CAR WASH

Description

This two-day event is held early in the fall semester to welcome commuter students back to campus. Participants are asked to donate their car wash money to a chosen charity, and prizes such as free oil changes or dinners for two donated by local merchants are raffled.

Goals/Rationale/Background Information

This event offers a service that most commuters need - a good car wash. Since the majority of commuters drive to campus, this is a logical service event. Asking commuter students to volunteer also gets them involved and helps them meet other commuters. In addition, the car wash is held in one of the alternate parking lots from which students can take shuttle buses to the main buildings on campus. This event encourages students to park in this lot, and helps to educate them about available parking on campus.

Resources

Commuter students volunteer to wash cars, and the student government provides music and free pizza and soda for volunteers. Because of their help, costs for the event are minimal. The only real investment is time spent advertising the event with flyers, posters, announcements, etc. The event is planned by one professional staff member and one graduate assistant.

Evaluation

No formal evaluation is performed, but observational data shows that volunteers enjoy the event, and that the participants appreciate the service offered.

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Office of Student Life
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Date submitted: 12/92

COMMUTER DEAN'S LIST RECEPTION

Description

The Commuter Dean's List Reception is held at the beginning of each semester to honor commuter students who make the Dean's List (3.5 semester GPA or better) at Towson State University (TSU). The program is coordinated by the Commuter Affairs Office with help from the Commuter Association of Towson State (C.A.T.S.)

The reception takes place from 3:00 to 4:30 p.m. on a Wednesday in the student union. In addition to the students who are invited, invitations are sent to the faculty and selected staff members. Hot hors d'oeuvres, cheese and crackers, vegetables and dip, cake, mocktails, and iced tea or hot cider are served. The atmosphere is somewhat formal--students dress up, classical music is provided by either a pianist or cellists, and there are flowers, tablecloths, and a fountain for the cider on the food tables.

About halfway through the reception, there are short speeches by the President of the University, the Provost, the Director of Commuter Affairs, and a student leader (usually a C.A.T.S. member who has made the Dean's List.)

Goals/Rationale/Background Information

The two main goals of the program are to recognize the academic achievement of our commuter students and to promote greater faculty-student interaction.

To achieve the second goal, faculty attendance at the reception had to be increased. This was done by including a special insert in every student invitation which read:

Invite a Faculty Member
Give this card to one of your favorite professors
and ask him or her to join you at the
Dean's List Reception
(date, place and time)

The insert has been extremely successful; faculty and staff now make up almost 40% of the total participants, but more importantly, faculty-student interaction has improved greatly. In the past, students and faculty stayed in their separate groups and there was very little communication. Now students come with their professor and stay with him or her throughout the reception. Faculty members get punch for their students and introduce them to other colleagues. Some faculty members even buy flowers or balloons for their students.

Resources

The Commuter Affairs Office and C.A.T.S. share the cost of the reception, with

Commuter Affairs paying for the food (approximately $900) and C.A.T.S. funding everything else (about $600 for invitations, postage, musician's honorarium, microphones, and name tags).

In addition, C.A.T.S. has four or five members on hand throughout the reception to help the Commuter Affairs office staff (2 people) with registration and information.

The reception is held in a large lounge off the main lobby of the union. The room is ideal because while it is large enough to accommodate the crowd, it still provides a comfortable atmosphere with carpet, sofas and chairs, and a fireplace.

Evaluation

Typically, about 1,000 of TSU's 6,500 full-time commuter students make the Dean's List each semester and, of those, about 100 to 150 attend the reception. Approximately 75 to 100 faculty and staff members also attend. Attendance ranges from 175 to 250 overall.

Students say that they enjoy the food and the interaction with other students and faculty members. Most participants arrive early and stay for a whole event, although once the speeches end at about 4:15 p.m. (and the food starts running out) attendance does begin to wane.

Contact

Sara M. Sides
Director of Commuter Affairs
University Union
Towson State University
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Date submitted: 8/92

COMMUTER AWARENESS WEEK

Description

This program is designed to help acquaint the college community with commuting students and the services provided by the commuting center. Events include a "Sundaes on Monday" resident-commuter mixer, a "Meet-a-Commuter Dessert" for faculty, staff, and commuter students, and the "Take-A-Commuter-to-Lunch" program.

Goals/Rationale/Background Information

The goals of this program are two-fold: one, to make the campus more aware of commuter students concerns and two, to provide commuter students with opportunities for social interaction with residential students, faculty, and staff.

Resources

Money for Commuter Awareness Week comes from the Student Government Association and programming funds of the commuting center. Students donate homemade desserts for the "Meet-A-Commuter Dessert" program.

Evaluation

The week's events are clearly a success. Although this week is a new event at Russell Sage College, response has been very positive.

Contact

Mary Miner
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Date Submitted: 3/91

T.E.A.M. PROGRAM

Description

The T.E.A.M. Program (Together Each Accomplishes More) was developed to build leadership skills in freshmen students. First semester traditional-aged freshmen who have a 2.75 grade point at the end of their first semester are invited to apply. Through participation in an overnight retreat off campus and four follow-up hour long programs, students learn about themselves, group processes, and leadership skills.

Goals/Rationale/Background Information

Many of our students are first generation college students, and the majority of our freshmen commute. The T.E.A.M. program is a springboard for them to learn about opportunities for involvement and to build skills for use both on and off campus.

Resources

Faculty, staff, alumni, upperclass students, and friends of the College donate their time to do programs. Expenses include overnight cabin and meals, mailing invitations/applications and training materials. Some costs are covered by the Student Activities office and Student Government.

Evaluation

All of the students who have participated in the program have gone on to leadership positions in their community or in campus activities. The number of commuters participating in student government have increased dramatically.

Contact

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College of Mount St. Joseph
5701 Delhi Road
Cincinnati, OH 45233-1672
(513) 244-4304

Date Submitted: 2/93

SPRING BREAK PHOTO CONTEST 1992

Description

A photo contest was held for commuter students for the best spring break photo. The critieria included creativity, originality and fun. Participants could enter either the graduate or undergraduate category.

Goals/Rationale/Background Information

This program was designed to help commuters feel that even if they did not leave home for the break, they would be able to celebrate it just the same.

Resources

Bulletin board space with numbers next to pictures for voting. Prizes = $30. The program was simple to coordinate. Only a bulletin board for the pictures and numbers next to them for voting were required. The only cash expense was the $30 prize.

Evaluation/Impact

Photos were displayed in Commuter Lounge, and commuters thought it was an unusual but fun idea. There were six entries and two winners.

Contact

Deborah L. Barton
Assistant Director
Judicial & Commuter Affairs
The University of Rhode Island
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(401) 792-2101

Date Submitted: 2/93

URICA

Description

The University of Rhode Island Commuter Association (URICA) is a student-senate recognized student organization. Their mission is primarily social though they have provided services as well. They have had a Thanksgiving pot luck, a volleyball/BBQ at Homecoming, won a banner contest for Homecoming, co-sponsored a campus-wide blood drive, and hosted a week-long video series during Martin Luther King, Jr. week. URICA has provided a microwave and refrigerator in the Commuter lounge and they manage free lockers for commuters in the rest rooms, which students sign-up for on a first come/first serve basis.

Goals/Rationale/Background Information

This group is a student organization led by and for commuters.

Resources

Funding for URICA comes from the student senate.

Evaluation

The space provided for commuters is heavily used and some of URICA's events have been very well received (especially the Thanksgiving Pot Luck).

Contact

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Date Submitted: 2/93

OPEN HOUSE

Description

The commuter assistants at the University of Rhode Island had a welcome back open house for new and returning commuter students. Held in the commuter lounge, the Open House offered food, information, and opportunities for interaction.

Goals/Rationale/Background Information

The Open House was designed to give commuters a chance to meet the Commuter Assistants and learn about the commuter center.

Resources

Three local businesses donated food for the Open House. Information was provided by the Judicial and Commuter Affairs Office.

Evaluation

The Open House went very well. We saw many new faces and more commuters have come back to the Commuter Center and Commuter Lounge since this event.

Contact

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Date submitted: 2/93

CUPPS
(CAN'T USE PAPER, PLASTIC, STYROFOAM)

Description

CUPPS are re-usable stylish cups designed to replace non-recyclable beverage holders. These cups were distributed at no cost to freshmen commuter students in the commuter lounge by the Commuter Assistants.

Goals/Rationale/Background Information

The goal of the CUPPS are to provide students with a way to help the environment. They were distributed to entering commuter students as a way to encourage environmental awareness and provide a usable service.

Resources

Production of the CUPPS was sponsored by the Students for Access, Asian Students Association, Phi Eta Sigma.

Evaluation

This popular CUPPS program helped draw commuters to our lounge and give us a mailing list for future commuter-oriented programs.

Contact

Lynn Foster
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Office of Student Life
332 Memorial Union
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(401) 792-2828

Date submitted: 2/93

STAFF TRAINING

Description

A half-day training program about commuter students was held for the Student Services staff at the College of Mt. St. Joseph. Staff members learned about the commuter perspective, the SPAR model (Services, Programs, Advocacy, Research), and strategized about how to reach the commuter population on our campus.

Goals/Rationale/Background Information

The staff in the Student Services division were not familiar with the needs of commuter students. This training gave staff an opportunity to put themselves in the "shoes" of commuter students, and to learn the facts about students who commute, and unravel commonly-held myths about commuters.

Resources

The half-day session was held on campus, and an outside consultant was brought in. The expenses included only the consultants fee and program materials.

Evaluation

Follow-up discussions were part of monthly staff meetings and several research projects emerged as a result. Many offices instituted new programs and adopted current services for commuters.

Contact

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College of Mount St. Joseph
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(513) 244-4304

Date submitted: 2/93

COMMUTER ASSISTANT PROGRAM

Description

The Commuter Assistant Program is a support network of upperclass students who serve as advisors and provide resources for new commuters. Commuter Assistants (CA) plan activities, provide information, and offer encouragement for a group of new students who are from the same area, in the same age range, or in the same academic program. Initial contact is mid-June and continues through December.

Goals/Rationale/Background Information

The Commuter Assistant Program was designed to provide commuters and their families with a link to the University much the way a Resident Assistant does for residential students.

Resources

Funding required for 25 Commuter Assistants is approximately $10,000, based on compensation of $200 per person, plus mileage, training, orientation, and monthly programs. Space is also needed for individual mailboxes.

Evaluation/Impact

Formal evaluations are done yearly in January. The Commuter Assistant program has had an overwhelmingly positive response, particularly at Orientation programs.

Contact

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Date submitted: 2/93

COMMUTER BUTTON DAY

Description

Commuter Button Day is held every fall semester at Duquesne University and is a chance for commuters to be recognized on campus. 1,500 buttons are distributed and free food is given out throughout the day. In addition, there are several raffles to enter, with prizes such as bus passes, sweatshirts, candy, etc.

Goals/Rationale/Background Information

This day was designed to raise awareness among residents, faculty, and the administration of the number of commuter students on campus. The events take place just outside the office. Commuter students, particularly adult and graduate, must come to this area to participate, thus, their knowledge of the office and its service is greatly enhanced.

Resources

Funding for food and buttons comes from the office budget. In addition to the office staff, Commuter Assistants and Commuter Council members help in the events of the day.

Evaluation

Three years ago, we only distributed 500 buttons. Each year there is a greater demand for buttons and now all 1,500 buttons that are ordered are gone.

Contact

Janet M. Fike
Director, Commuter Affairs
Duquesne University
315 Duquesne Union
Pittsburgh, PA 15282-1603
(412) 434-5816

Date submitted: 2/93

CAREER DEVELOPMENT WORKSHOP

Description

The Career Development Workshop was aimed towards commuter students who had not declared a major. The workshop outlined the steps to selecting a major and important classes to take.

Goals/Rationale/Background Information

This program was designed to help undecided commuting students in their major search by offering a workshop at a time convenient for them.

Resources

A student affairs dean led the workshop and flyers announcing it were placed around campus. In addition, commuter students who had registered with the Commuter Assistant Program and who had indicated that they were undecided about their major were invited by phone by one of the Commuter Assistants.

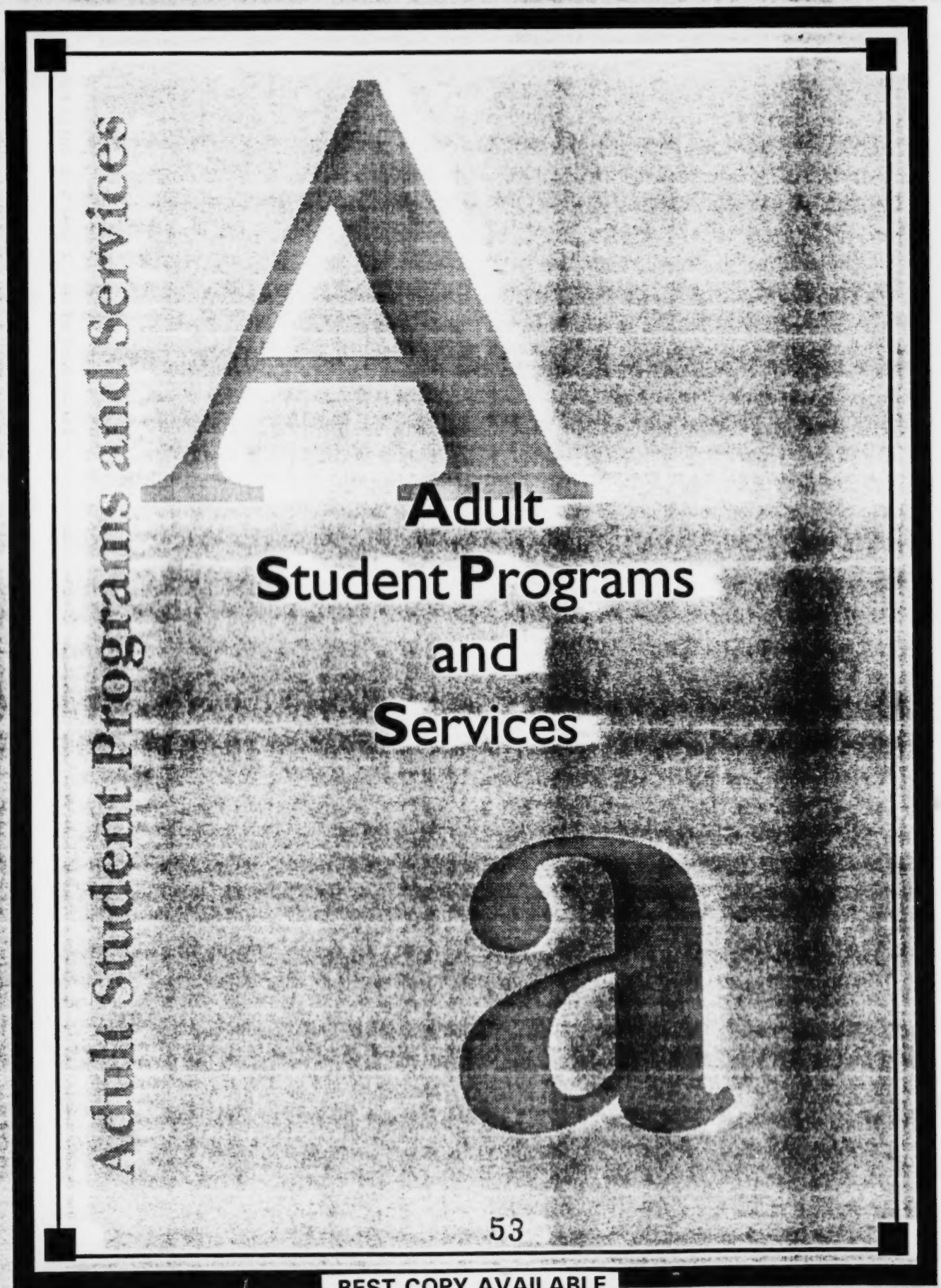
Evaluation

Attendance at the workshop was low, but plans to do it again, possibly earlier in the semester, are underway.

Contact

Kristine Marshall
Commuter Assisant
University of Rhode Island
Office of Student Life
332 Memorial Union
Kingston, RI 02881
(401) 792-2101

Date submitted: 2/93



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STAR PROGRAM
(SEMINAR TRAINING FOR ADULT RE-ENTRY)

Description

Under the umbrella organization of the Adult Re-entry Program, the STAR (Seminar Training for Adult Re-entry) Program offers students a full year tuition waiver, a paraprofessional internship in the Adult Re-entry Center, and a two semester, credited Professional Development class which focuses on issues in the workplace. Examples of topics covered in the class include empowerment, power, barriers to power, leadership, "office politics", journal writing, cultural diversity, and management styles. The program is limited to ten students per academic year.

Goals/Rationale/Background Information

The STAR program provides re-entry students with time, money, and training opportunities. The program creates an environment for personal challenge and professional development.

Resources

The Adult Re-entry program, which administers the STAR program, receives its funding from the Student Life Office. Tuition waivers are state funded. STAR internships are located in the Adult Re-entry Center. STAR classes are held through the College of Education. The Adult Re-entry Coordinator administers the program and teaches the class.

Evaluation

Applications to the STAR program grew 39% in the last year. The Director is evaluating program effectiveness.

Contact

Lois Roma-Deeley
Coordinator
Student Life
Arizona State University
Tempe, AZ 85287-0512
(602) 965-2252

Date submitted: 6/92

ADULT SUMMER BRIDGE PROGRAM

Description

The Adult Summer Bridge Program is a comprehensive orientation and transition program for incoming adult students. Three six week sessions are offered, one each in January, June, and July. The program offers free brush up courses in English and math as well as an orientation to academic support services such as the library, writing center, and computer center.

Goals/Rationale/Background Information

The goal of the Adult Summer Bridge Program is to help adult students become oriented to campus and meet other adults prior to starting classes.

Resources

The program is entirely University funded. We use the Adult Program Office and classroom in our center, and a full-time counselor and graduate assistant run the program. Instructors are hired to teach the English and math courses.

Evaluation

Student response indicates a high success rate and student tracking shows a high retention rate of Bridge students. Students comment, however, that they wish the program were longer and more intensive.

Contact

Kay Miller
Counseling Coordinator
Adult Program at Temple University
206 Seltzer Hall (062-61)
Philadelphia, PA 19122
(215) 787-7602

Date submitted: 6/92 **Submitted by:** Rebecca Alput

FACULTY ADVISOR TO OFF-CAMPUS GRADUATE STUDENTS

Description

To serve off-campus graduate students who are two to three hours away from campus, we have assigned one faculty member who lives near them to be their campus liaison, their career counselor, their academic advisor, and their "crisis hotline". The faculty member monitors the students' needs and makes sure those needs are heard on campus. Being a commuter herself, the advisor knows the frustrations which arise from this long distance commute and is well qualified to represent commuter students. Since the advisor is also a teaching professor, she is aware of the policies being made on campus which will affect these commuter students and can provide them with up-to-date information. She is aware of academic deadlines they must meet and has a direct link to the faculty who serve on their committees. The advisor is a local phone call away and keeps office hours Mondays and Fridays in her home. Students frequently meet with her to finalize their programs of studies and to outline their educational plans. Each semester this advisor conducts information and advising sessions where students can drop in for advising. Students receive at least two letters per semester to bring them up to date on campus deadlines and future course offerings to be brought to the area.

Goals/Rationale/Background Information

The rationale for assigning a regularly appointed faculty member as off-campus advisor was to provide off-campus students with a link to the on-campus community. Students feel they can trust the advisor's information because she is on campus and has a direct line to decisions being made and deadlines which are approaching.

Resources

Approximately four tenths of one professor's full-time appointment are allocated to this student service. No special office space is needed since the professor resides off campus. Her home becomes her office, although her support staff resides on campus.

Evaluation

Students have commented that they feel that the College of Education is more committed to serving them since the initiation of this program. In addition, a proposal for a full-time position to expand the services of the faculty advisor has been submitted for funding.

Contact

Cheryl J. Polson
Associate Professor, College of Education
Kansas State University
College of Education, Bluemont Hall
Manhattan, KS 66506
(913) 532-5535

Date submitted: 7/92

"RAINBOW TO SUCCESS" WORKSHOP SERIES

Description

The "Rainbow to Success" workshop series is designed to assist returning adult students in improving and polishing their learning skills. Workshop sessions are offered free of charge and cover topics such as time/stress management, listening and notetaking, word processing, basic library research, reading and retention, writing research papers, seeking financial aid, and test-taking strategies. A job-seeking skills workshop is also included for graduating adult students.

Goals/Rationale/Background Information

Of the 40% of students age 25 or older at the University of Hawaii at Manoa, an overwhelming majority are re-entry students who may initially approach the academic environment with "rusty" study skills. The goal of the workshop series is to enhance skills that will help raise the confidence level of students and increase retention and success.

Resources

Workshops are conducted by the staff of various campus departments and are supported by University general funds. Space is provided by the libraries and the Campus Center. The Center of Adults Returning to Education (C.A.R.E.) plans and coordinates the series and provides publicity and sponsorship.

Evaluation

Formal evaluation reveals that during the last two semesters over 90% of the participants consider the workshop presentations "Good" or "Excellent". Also, attendance at the workshops has more than tripled over the last academic year.

Contact

Neva C. Owens,
Director
Center for Adults Returning to Education (C.A.R.E.)
University of Hawaii at Manoa
2445 Campus Road, Hemenway 220
Honolulu, Hawaii 96822
(808) 956-4849

Date submitted: 6/92

RETURNING STUDENTS PROGRAM DATA BANK

Description

The Returning Students Program Data Bank is a census-type questionnaire issued every other year to coordinators of returning students programs at various institutions across the country. The Data Bank includes demographic data from participating institutions as well as descriptions of innovative programs and lists of titles of printed information (documents, handouts, brochures, newsletters, research articles) available at each institution.

Goals/Rationale/Background Information

Based on formal and informal need assessments, it appeared that there was a need to create a formal vehicle to gather and share information about returning students programs throughout the country.

Resources

There is a $20 fee to cover processing and printing costs for each participant. The Data Bank is a service of the Returning Students Program of the Counseling Center.

Evaluation/Impact

The Data Bank provides exciting potential for networking among returning students programs coordinators throughout the country. The Data Bank is useful to coordinators in program development, staff training, budgeting, innovations, and research.

Contact

Barbara J. Goldberg and Beverly R. Greenfeig
Co-coordinators
Returning Students Program of the Counseling Center
University of Maryland, College Park
Shoemaker Building
College Park, MD 20742
(301) 314-7693

Date submitted: 7/92

ADULTS BACK TO COLLEGE (ABC)

Description

The Adults Back to College (ABC) program is designed to acquaint new and returning adult students to Colorado State University (CSU) and its academic programs, admission requirements, education and career planning services, and student services. It is free to participants.

Goals/Rationale/Background Information

The goal of the ABC program is to provide a comfortable and informal way for adult students to learn about returning to school and CSU.

Resources

The program has served 50-75 individuals each term during the 1991-92 year. The program is developed and coordinated by division staff. Guest speakers are volunteers from the Admissions Office, Financial Aid, Non-Traditional Student Club, and current students.

Evaluation

The program results in more informed adult students who have a better understanding of CSU programs and services, and how and where to get help. It introduces participants to various University resources which are supportive of adult students. Program evaluations have been generally positive and the feedback is used to plan future programs.

Contact

Robert Boissy and Madlyn D'Andrea
Counselors
Division of Continuing Education
Colorado State University
Fort Collins, CO 80523
(303) 491-5288

Date submitted: 7/92

POINT PARK COLLEGE PART-TIME STUDIES GRANT

Description

The Point Park College Part-Time Studies Grant is designed to assist middle and lower income part-time students, all of whom are commuters, with tuition expenses. The grant is deducted from the regular college tuition charge. The amount of the grant is determined by income level in relation to the size of the household. Eligibility guidelines are far more liberal than those used for state and federal grants. At present, more than 340 students receive the grant yearly.

Goals/Rationale/Background Information

Part-time commuting students are ineligible for many of the traditional forms of financial aid. The Part-Time Studies Grant was established by the College in order to help those students who too often fall through the financial aid "cracks". These students are frequently attending college while working and raising families. The College responded to their need with the establishment of the Part-Time Grant more than five years ago.

Resources

The Part-Time Studies Grant is a gift from the College general fund. Although it comprises a significant amount of revenue, the College realizes that in all probability many recipients would not be able to afford a private institution like Point Park College without this kind of help. It also demonstrates to students the College's true commitment to meeting student needs.

Evaluation

The number of students applying for and receiving the Part-Time Grant increases every semester. Many students tell us anecdotally that they simply could not afford to take classes without the grant.

Contact

Jan Edward Orris
Director, Part-Time Studies
Point Park College
201 Wood Street
Pittsburgh, PA 15222
(412) 392-9806

Date submitted: 6/92

ADULTS UNLIMITED

Winner of the 1991-92 ACPA Commission XVII Award for Outstanding Adult Learner Program

Description

Adults Unlimited is an information and support-based service designed for returning adult students at Johnson County Community College (JCCC). The central features of Adults Unlimited include a counseling and programming component.

Since the Adults Unlimited program operates through the JCCC Counseling Center, services for returning adults can be centrally coordinated. The Counseling Center serves as the primary point of entry for all students attending JCCC. Counseling staff members work with returning adult students from the intake process through the point of degree/goal completion. The counselor/coordinator of Adults Unlimited serves as the main contact for returning adult students and develops a variety of programs intended to address a variety of student needs.

Some of the features of the Adults Unlimited program include:

- "Back to School Night"--an orientation program for returning adult students. The program highlights student support services and provides a tour of the campus.

- "Student Success Seminars"--weekly lunch time programs. These presentations cover such topics as test anxiety, becoming a successful student, career decision making, and stress management.

- Counseling Support Group--a weekly group to assist students to work through transitional issues related to returning to school.

- Financial aid workshops that address specific needs and concerns of adult students.

Goals/Rationale/Background Information

The primary goal of Adults Unlimited is to establish a campus-based support network for returning adult students. By providing a variety of counseling services that address academic, personal, and career issues, counselors can work individually with students to establish goals, develop academic plans, and identify potential resources needed to negotiate the transition to school. The "Back to School Night" orientation, Success Seminars, and financial aid workshops help to meet the informational needs of adult students.

Resources

In a technical sense, Adults Unlimited operates without a budget. All costs incurred by the program are absorbed by the Counseling Center. The coordinator of the Adults Unlimited program is a full-time staff counselor. Printing costs and miscellaneous expenses are paid through the college. The unique aspect of Adults Unlimited is that it operates within an existing service (Counseling Center). The program requires no additional staff, office space, or budget allocations.

Evaluation

Counseling evaluations conducted by JCCC Institutional Research combined with verbatim comments from students are both highly complimentary in nature. Evaluations from the "Back to School Night" orientations, "Success Seminars", Financial Aid workshops, and the Counseling Support Group reflect very positive feelings.

Contact

Jeff Anderson
155 GEB
Johnson County Community College
12345 College Blvd.
Overland Park, KS 66210
(913) 469-8500 X3644

Date submitted: 7/92

OASIS

Description

Oasis is an adult student center located in the Student Union at the University of Wisconsin at Milwaukee which provides support groups, lunch hour programs, a place to meet and study, a bulletin board, magazine rack, two phones (one campus, one pay) and lounge furniture.

Goals/Rationale/Background Information

This center provides adult students with a place to study and meet others, and resources such as telephones, that help them bridge the gap between home and school.

Resources

Oasis is student fee funded and one staff member spends part of his time organizing the lunch programs. Volunteers from Adult Student Alliance donate time to staff the facility.

Evaluation

Formal evaluations have been done since the center opened and we collect demographic data on our users. As a result, we know which hours and programs are most valuable.

Contact

Tom Dake
Office of Student Life
University of Wisconsin at Milwaukee
P.O. Box 413
Milwaukee, WI 53201
(414) 229-5780

Date submitted: 7/92

ACCESS
(ADULT COMMUTER CENTER AND EVENING STUDENT SERVICE CENTER)

Description

The ACCESS Center is a converted first floor classroom located in a primary classroom building. It houses a large array of University information including catalogs, applications, schedules, financial aid, and career planning and placement schedules.

Goals/Rationale/Background Information

Since its inception in 1983, the Center has been targeted to serve the needs of adult and evening students. A trained counselor provides individual consultation for adults seeking new educational directions.

Resources

The Center is funded from student activity fees. Staff consists of one student development professional, one full-time secretary, and three work study students. ACCESS has typewriters, a copying machine, and a small lounge for student use.

Evaluation

No formal evaluation has yet been conducted but students who use the service center respond favorably to its convenience. They also appreciate having a place identified for adults. An awareness study done by two graduate students in the Spring of 1992, however, indicated that few evening students were aware of the Center or its operations.

Contact

Mary Ann Penner
Director of Adult and Evening Services
ACCESS - 105 Davidson Hall
Louisville, KY 40292
(502) 588-7070

Date submitted: 7/92

ADULT STUDENT ORIENTATION

Description

Adult Student Orientation occurs on campus three times each year. The purpose of the orientation is to acquaint adult students with the campus and the services available. The program includes a campus tour, a brunch for networking, and opportunities for students to purchase books for the upcoming semester, get a meal ticket, library cards, identification cards, and parking stickers. Current adult students serve as tour guides and mentors during the program.

Goals/Rationale/Background Information

Working adults frequently do not have the time to run from office to office to have their needs met. Having a "one stop shopping" system and specially trained students and counselors available provides students with the support they require for successful integration into a college atmosphere. Anxiety levels of the students are greatly reduced since their needs are met. It is a great beginning.

Resources

Student Services provides funding for the breakfast, while Continuing Education professionals and clerical staff are available.

Evaluation

The program is evaluated by the students each time. Small changes are made as needed. The overall evaluations are excellent and the students seem very appreciative of the effort.

Contact

Seton Hill College
Office of Continuing Education
Greensburg, PA 15601
(412) 838-4208

Date submitted: 6/92 **Submitted by:** Martha Raak

ADULT DEGREE PROGRAM

Description

The Adult Degree Program (ADP) was established in 1982 to meet the needs of adults 24 years of age and older who, because of work and/or family responsibilities, cannot attend college in the traditional way. Students in the Adult Degree Program may be part-time or full-time students. Students admitted to this program are candidates for the Bachelor of Liberal Studies degree.

This program features individualized academic advising, a required introductory seminar for adults returning to college, evaluation of previous college work, credit for academically certified prior/experiential learning, and the opportunity for independent directed study. Students may elect to design an interdisciplinary major or major in a traditional discipline.

Goals/Rationale/Background Information

The personal attention ADP students receive and the flexibility of the features of the Adult Degree Program are the hallmarks of our program. Some of our students receive tuition support from their employers; others may qualify for financial aid or may be assuming the entire financial responsibility. Our goal is to provide individual support to make obtaining an undergraduate degree a possibility and thereby to improve the quality of life for our students and for the communities from which they come.

Resources

The Adult Degree Program is a part of Millsaps College and is staffed by a director and an assistant to the director who report to the Dean for Adult Learning. We are housed in a suite of four offices called the Office of Adult Learning, located in the Academic Complex, a building central to the campus. We serve as the recruiters and admissions staff for non-traditional undergraduates. Initially, we had a Fund for the Improvement of Post-Secondary Education (FIPSE) grant to support startup costs and which connected us to Mary Baldwin College whose Adult Degree Program served as a model.

Evaluation

Fifty-five have graduated in our ten years. Three are Phi Beta Kappa, nearly every academic honor society has our adult students among their members, and four of our graduates were named to *Who's Who in American Colleges and Universities*. About half of our graduates have gone on to graduate schools at institutions ranging from Mississippi State University to Yale Divinity School.

Contact

Harrylyn Sallis
Dean for Adult Learning
Millsaps College
Jackson, MS 39210-0001
(601) 974-1132

Date submitted: 6/92

A PLACE TO MEET AND EAT

Description

"A Place to Meet and Eat" is a weekly drop-in coffee and conversation group coordinated by the Returning Students Program. A peer counselor is available to facilitate discussion and share experiences and information with returning students over a brown bag lunch. Students can drop in, have a cup of coffee (on us!) and meet other returning students.

Goals/Rationale/Background Information

Returning students often report that one of their greatest concerns is feeling isolated on a campus of predominantly traditionally-aged students. This group provides support and a meeting place to help students feel they matter on this campus.

Resources

Space for this program has been made available through the Returning Students Program of the University of Maryland Counseling Center. A peer counselor staffs this program.

Evaluation

Attendance at this program has more than doubled in the last year.

Contact

Barbara J. Goldberg and Beverly R. Greenfeig
Co-Coordinators, Returning Students Program
University of Maryland at College Park
Shoemaker Building
College Park, MD 20742
(301) 314-7693

Date submitted: 7/92

"MAJOR NIGHT" RECEPTION

Description

Major Night Reception is a program produced by Xavier University's Adult Student Council designed to provide adult students with an opportunity to connect with other students in their academic major. The reception, held in mid-January right before the start of the spring semester, is an evening event featuring hot appetizers and non-alcoholic beverages. Babysitting options are also available. The program for the event was:

- Introduction of Adult Student Council and its co-chairs
- Description of the purpose of the reception
- Introduction of faculty and staff members who shared their own experiences of teaching nontraditional students and being nontraditional students themselves
- Input from representatives of various majors
- Kick off for Adult Student Council's "Crazy Study Story" Contest
- Sponsors talking about services they provide on campus

Goals/Rationale/Background Information

This event was the brainchild of Xavier's fledgling Adult Student Council, a group of students who feel strongly committed to Xavier University and are thankful for the support they have received from administrators, faculty, family and other students. One of their goals is to be supportive of nontraditional students and help them succeed at Xavier.

During a Council meeting, the members were talking about the frustrations nontraditional students face in the classroom and in study groups because they attend part-time and are frequently out of touch with information pertinent to their academic life. A theme that emerged was that these students do not seem to have the chance to connect with other nontraditional students or faculty within their major. The Council proposed that they try to provide an opportunity for nontraditional students to connect with others in their major - and hence the "Major Night" Reception!

Evaluation

Students were grateful for the opportunity to get to know other nontraditional students and generally become more aware of University Services. Although we were happy with the turnout this year, next year we would like to increase attendance of both students and faculty.

Contact

Luther Smith
Director of Commuter Services
Xavier University
3800 Victory Parkway
Cincinnati, OH 45207
(513) 745-3205

Date submitted: 8/92 63 **Submitted by:** Kristin Littel

NONTRADITIONAL STUDENTS AS ADMISSIONS ASSISTANTS

Description

Nontraditional students work in the Admissions Office to meet and assist prospective nontraditional enrollees. Nontraditional admissions reentry assistants share their experiences, introduce prospective students to staff and other nontraditional students, tour the campus, have lunch, and often attend a class with the prospective students.

Goals/Rationale/Background Information

Many nontraditional students at Waynesburg College have reported that the initial visit was the most difficult part of coming to college. This program is designed to assist prospective students by alleviating anxiety, providing practical information, presenting a realistic picture of what to expect, and making acquaintances among the students and staff.

Resources

Admissions assistants are paid an hourly wage through the Admissions Office budget. Currently ten students have been trained. Most meetings are scheduled in advance, but assistants are "on call" for occasional walk-ins.

Contact

Nancy Ferrari
Coordinator of Nontraditional Students
Waynesburg College
Waynesburg, PA 15370
(412) 627-8191

Date submitted: 5/91

S.O.T.A.
STUDENTS OVER TRADITIONAL AGE

Description

S.O.T.A. is a student group which provides regular social functions for students aged 24 and over. Activities include parties, picnics, and supper meetings.

Goals/Rationale/Background Information

The primary goal of this organization is to provide older students with the opportunity to get away from school and enjoy fellowship with their peers.

Resources

Organizational dues are $5 per person.

Evaluation

No formal evaluation has been conducted, however, students remark that there are numerous positive benefits of being a part of S.O.T.A.

Contact

Robert Dickens
Off Campus Center
Department of Student Affairs
Texas A&M University
College Station, TX 77843-1257
(409) 845-1741

Date submitted: 8/92

NEW VISIONS

Description

New Visions is an integral component of the Women's Program at Metropolitan State University. Its mission is to deliver outreach and specialized services to women who have financial needs, women of color, single parents, and women over 40.

Goals/Rationale/Background Information

The goal of New Visions is to provide a broad range of services and support for women. In particular, the focus on counseling and assisting women with financial aid questions, academic decisions, and work and personal concerns is especially strong.

Resources

New Visions is managed by a coordinator, one file secretary, and one student worker.

Evaluation

Since January 1992, an advisory group has been formed to develop a new program each quarter.

Contact

New Visions Coordinator
Metropolitan State University
700 E. 7th Street
St. Paul, MN 55106
(612) 772-7646

Date submitted: 7/92 **Submitted by:** Margaret Lovejoy

OLDER STUDENT PROGRAM

Description

The Older Student Program at Western Oregon State College consists of a bi-term newsletter, a lounge for older students, a computer check-out program, a weekly brown bag lunch program, lockers, and a parent locator service. Free hot beverages are also offered in the lounge.

Goals/Rationale/Background Information

The Older Student Program was designed to comprehensively meet the needs of these students. Because many express a need for information through the mail, the newsletter was developed. The lounge responds to the need for a place to relax, study, and network with other older students. The laptop computer checkout program allows these students flexibility to do their work in a quiet area without distractions at times that are more convenient for them, while the lockers give them a place to store their books for the day. The parent locator service allows parents to continue with their education and retain a link with their family throughout the day.

Resources

A graduate research assistant and the staff of the Office of Student Development are the resources for this program.

Evaluation

A yearly survey is included in the newsletter to assess the effectiveness of the program and observational data on the number of students who use the lounge and programs is collected. Informal feedback from students on the impact of the program on their educational experience is very positive.

Contact

Marcia Roi
Western Oregon State College
Office of Student Development
Werner College Center
Monmouth, OR 97361
(503) 838-8334

Date submitted: 7/92

NEW-TRADITIONAL STUDENT PROGRAM

Description

The New Traditional Students Program (NTS) at the University of Arizona is coordinated by "new-traditional" age students with the input of the NTS Advisory Council, a group of interested students who meet every week. These students have been responsible for the NTS Welcomes at the beginning of every semester, faculty student interaction activities, Success Dinner, outstanding faculty awards, cultural activity discounts, block seating at sports events, inverted happy hour, weekly brown bag lunches, student government involvement, and campus committee involvement.

Goals/Rationale/Background Information

Very few opportunities existed on campus for older students to interact and form a group. The most positive step we made in beginning to develop this program came with the inception of the New-Traditional Student Welcome. New students were invited to a special day of workshops, speakers, and tours two days prior to school beginning. The students started feeling important and gaining a sense of identity. The advisory council is growing now because of word of mouth. We hope to acquire space for a drop-in center so students can continue to have a sense of community.

Resources

Two student coordinators are paid a small stipend each semester ($100). Funding for events often comes from donations from campus departments. The Center for Off-Campus Students' budget supports mailings and printing of materials.

Evaluation

The council members participate in a "Phone Fest" once per semester. Students that have signed up for the program are telephoned and asked a series of questions and informed about upcoming activities. This information helps the council develop future programming.

Success of programming has at times been overwhelming. For example, the Success Dinner involved 200 students, family members and faculty mentors. We had expected 40 and were overwhelmed with the response!

Contact

Pam Perry
Director, Center for Off-Campus Students
University of Arizona
SU 101
Tucson, AZ 95721
(602) 621-7597

Date submitted: 12/92

QUICK RESPONSE PROGRAM

Description

Night students at Bowling Green State University can come to the Hazel H. Smith Off-Campus Student Center (which is open until 7:00 p.m., Monday-Thursday) and complete a Quick Response Form, which gives the Center's personnel authority to act on the student's behalf in the matter(s) the student has listed on the form. The next business day, the student's request(s) is/are pursued, and a phone call is given to the student that day to inform the student of the results. The Center staff member takes a copy of the Quick Response Form to the office(s) needed to carry out the student's request(s). For students who desire a copy of their transcript, they must leave a check made out to the appropriate area for the correct amount. The student can either have the desired information mailed directly to his/her home or the Center staff member can bring the information back to the Center for the student to pick up the next time he or she is on campus.

Goals/Rationale/Background Information

All too often, students who are on campus after 5:00 p.m. for classes are forced to take time away from other responsibilities in order to take care of university business. Since these students pay the same general fees for these services, the main goal of this program is to help evening students gain more equal access to as many services as possible.

Resources

The cost of the forms is minimal and most requests can be handled by the Student Assistant on duty at the Off-Campus Student Center. Costs associated with the mailing of information is either absorbed by the requested office(s) or the Off-Campus Student Center. (However, most students have requested that their materials be held until the next time they are on campus.)

Evaluation

Students who utilize the service provide very positive comments. Letters of support have been received from a number of department chairs and student affairs administrators. Since several years have passed since we initiated this program, it is felt that a reminder letter to the deans, directors, and chairs of the academic departments and student affairs/student service areas would be appropriate.

Contact

Sue Witschi
Bowling Green State University
Director, Off-Campus Student Center
105D Moseley Hall
Bowling Green, OH 43403-0153
(419) 372-2573

Date Submitted: 8/92

HELP A FRIEND SUCCEED DAY

Description

Interested potential adult learners have the opportunity to spend a day on campus, meeting current adult students, attending classes, taking a tour of the campus, going to lunch with adult students, meeting with faculty and administrators at a reception and attending an informational session with the offices they will need to visit in order to begin the admissions process.

Goals/Rationale/Background Information

With the changes occurring in today's workforce, many older students are thinking of turning to higher education for retraining as well as to begin/finish coursework begun some time in the past. For students new to or who have been away from the college campus for a period of years, entering "the schoolhouse gates" can be most intimidating. This program attempts to give the potential students a sampling of what college life in the 1990s is like and the information needed to become a student, while reducing the anxiety and myths perceived by the potential students.

Resources

The funding for this program has come from the Non Traditional Students Association, a campus student organization. Food and beverages for the reception are purchased from the Union Food Service. Address labels to area businesses are obtained via the Office of Continuing Education.

Evaluation

For those who have attended the program, many positive comments have been received. A change made last year was to do overlapping sessions, so that potential students could choose whether they preferred to attend day or evening classes and tours, in addition to the information session/reception (dependent upon their other obligations). Letters to the academic department chairs appears to be a less-than-successful way to encouraging faculty to attend the reception -other avenues are being pursued.

Contact

Sue Witschi
Bowling Green State University
Director, Off-Campus Student Center
105D Moseley Hall
Bowling Green, OH 43403-0153
(419) 372-2573

Date Submitted: 8/92

ADULT LEARNER BUFFET & BASKETBALL

Description

A free buffet dinner and basketball game is organized each year for adult students and their families. It gives these students a chance to meet other adult students and have family members see the University. The program is held in the faculty dining area at 6:00 p.m. followed by a basketball game. Balloons and coloring books are given to children, and easy-to-eat food, hot dogs and chicken tenders is offered.

Goals/Rationale/Background Information

This program gives families a chance to see where the "student" attends class, meet other families and enjoy some time at the University. Adult students are also given the opportunity to meet new friends.

Resources

Funding is provided by the University Student Life Development Fund's allocation to programs for adult learners.

Evaluation

Over 100 students and family members have attended this program each year. The program is approaching its seventh year. Although many people leave the game at half-time, overall response is very positive.

Contact

Janet M. Fike
Director, Commuter Affairs
Duquesne University
315 Duquesne Union
Pittsburgh, PA 15282-1603
(412) 434-5816

Date submitted: 2/93

NEW-TRADITIONAL STUDENT SUCCESS DINNER

Description

The Success Dinner was developed as a final "hurrah" for our New-Traditional students, their families, and special faculty members. The staff of the Center for Off-Campus Students realized that this population needed a program that recognized their special accomplishments. Thus, the purpose of the Success Dinner was to provide a formal opportunity to recognize seniors with a 3.7 GPA. These seniors were allowed to invite a guest and nominate a favorite faculty member. We also included freshmen (small numbers of NTS are freshmen) as a way to recognize first year efforts.

The Advisory Council (six new-traditional students) to the New-Traditional Student Program developed and implemented the entire event. The students developed the invitation, obtained the mailing labels, invited the faculty, and obtained outside funding from Faculty Student Interaction Funds and the Vice-President for Undergraduate Affairs. The students were also the Masters of Ceremony for the event.

The New-Traditional Students' Faculty Fellow was involved in the planning of the event. Other faculty members were invited based on a student nomination. Both the outstanding undergraduate and their special "mentor" (faculty member) were presented awards.

Goals/Rationale/Background Information

The goals of the Success Dinner include: recognition, public relations to promote New-Traditional Students to the campus community and faculty-student interaction.

Resources

The University student information system provided lists of New-Traditional students that were seniors with a 3.7 GPA. Invitations were sent to these students' homes. Faculty Student Interaction (a fund developed by Student Government to help fund activities involving students and faculty) contributed $350. The Vice President for Undergraduate Affairs contributed $250. The Center for Off-Campus Students paid for the invitations which cost $100. Total expense for the Success Dinner was $700.

Evaluation

This program was unique in that it allowed for both the interaction of family members and faculty. Both of these groups are important to many New-Traditional Students. We were surprised by the reaction of the faculty members. Most that were nominated attended and we received a significant amount of thank you letters after the event. Some instructors that were unable to attend called to ask for the specific name of the recognition so they could include the award on their vita. We were shocked at how much the faculty seemed to appreciate recognition. This event was one of the most successful activities we have sponsored and will become an annual part of our program.

Approximately 100 students, 100 guests, and 70 faculty members attended. We were overwhelmed by the response and had to move the event to one of the larger ballrooms.

Contact

Pam Perry
Director, Center for Veterans and
Off-Campus Students
University of Arizona
SU 353
Tucson, AZ 85721
(602) 621-7597

Date submitted: 2/93

"SUPERWOMAN - THE NON TRADITIONAL FEMALE STUDENT"

Description

"Superwoman - The Non-Traditional Female Student" is a video about several nontraditional female commuter students. In the video, the women describe their lives and the unique difficulties they face in balancing their many roles, including mother, wife, worker, and student. The video is very helpful as a way to stimulate discussion about this population, and is also useful for nontraditional student orientations.

Goals/Rationale/Background Information

The video was originally designed as part of a presentation for a national conference to highlight the changing demographics of college students and the unique needs of non-traditional women students.

Resources

The video can be purchased for $35.

Evaluation

Verbal feedback has been very positive about the usefulness of the video. Since its "premier," we have received numerous orders.

Contact

Lorrie Crisafulli
Counseling and Psychological Services
Central Missouri State University
131 Humphreys
Warrensburg, MO 64093
(816) 543-4060

Date submitted: 2/93

Communication Strategy

Communication
Strategy

BEST COPY AVAILABLE

PACE
(PROJECT FOR ALCOHOL CONSUMPTION EDUCATION)

Description

This program is designed to educate students living off campus in large apartment complexes about alcohol use and abuse. The program consists of several factual flyers that educate students about the cost of alcohol-related behavior damage, false fire alarms, and how to identify individuals who are potential alcohol abusers.

Goals/Rationale/Background Information

The program began with five apartment buildings that were experiencing high incidences of alcohol-related vandalism, false fire alarms, and police calls and was designed to educate students about the financial cost of alcohol abuse and the behavior that accompanies it.

Resources

The flyers and their content were jointly designed by the Office of Off-Campus Living, DEPTH TAAP (The Drug Education Program for Total Health and Total Alcohol Awareness Program) and the apartment owners/managers. Off-Campus Living designed the flyer and provided original copies to the apartment owners/managers, who then copied and distributed them at their own expense.

Evaluation

Apartment owners/managers in weekly meetings indicated that their vandalism costs were going down, students were reading the flyers as evidenced by both negative and positive feedback, and some students made personal visits to their landlord's office to inform them of fire code violations.

Contact

Forest B. Wortham
Coordinator, Off-Campus Living
The Pennsylvania State University
135 Boucke Building
University Park, PA 16802
(814) 863-1809

Date submitted: 7/92

THE FORDHAM UNIVERSITY COMMUTING STUDENTS HANDBOOK

Description

The Commuting Students Handbook is a useful reference guide designed to address the various needs of Fordham's commuting population. It contains a description of the Commuting Students Association, academic and social calendars, and campus wide information (parking, vehicle registration, campus hours, and schedules). There is a lengthy section devoted to car care and driving tips. Also included is information regarding public transportation, local hospitals, health care, and utilities. The last section includes administrative and department phone numbers. The handbook is 28 pages long and designed to fit into any car's glove compartment (8 1/2" x 5 1/2").

Goals/Rationale/Background Information

The two primary goals of the handbook are to make Fordham commuting students aware that they have a voice within the University community and to alert them to the many activities available for their benefit both on and off campus. We were inspired to create a handbook for our commuting population after reading Villanova's *Commuting Handbook*. We thank them for giving us this terrific idea!

Resources

The funds to produce the first *Commuting Students Handbook* were provided through the activity fee paid by each commuting student ($15.00). This year the book was edited by the Assistant Dean for Commuting Students and a group of Commuter Student Association members assisted her in writing the copy. Next year the students will play a more active role in putting together the handbook as well as soliciting local merchants for advertisements to offset the publication cost.

Evaluation

The commuting students appreciated having their own publication filled with useful information. In addition, the handbook was sent to all faculty and administrators and the feedback from them was overwhelmingly positive. This handbook will be updated yearly.

Contact

Assistant Dean, Commuting Students
Fordham University
E. Fordham Road
McGinley Center, Room 207
Bronx, NY 10458
(212) 579-2339

Date submitted: 7/92 **Submitted by:** John Nonnamaker

RIC COMMUTER CONNECTION

Description

This monthly newsletter is designed to inform commuter students about events and pertinent information about Rhode Island College.

Goals/Rationale/Background Information

This newsletter was started as an effort to advertise programs to commuters who frequently think that all programs are directed to "other" students. The publication was designed to give information directly to commuters to help them become more involved.

Resources

Work study students produce the newsletter under the direction of a staff member. The funding comes from the current Student Union budget. Future plans include asking the Student Government to take on the cost of mailing it directly to commuter students' homes. This cost would be about $1,000/month.

Evaluation

Although the *Commuter Connection* is still in the early stages of development, there has been positive response thus far.

Contact

Kristen King
Coordinator for Student Activities
Rhode Island College
600 Mt. Pleasant Avenue, Campus Center #314
Providence, RI 02908
(401) 456-8034

Date submitted: 6/92

THE AGE ADVANTAGE

Description **Target Group:** Adult Students

The Age Advantage publication is an orientation resource for non-traditional age students. It covers topics of specific interest to adult learners including information about health and child care and available community resources.

Goals/Rationale/Background Information

This publication is designed to address and recognize the unique concerns of adult learners, a growing population at Texas A&M.

Evaluation

Texas A&M is still a traditional-aged college institution, however, the number of adult learners is steadily increasing. This publication will serve as a resource for such students.

Contact

The Off Campus Center
Department of Student Affairs
Texas A&M University
College Station, TX 77843-1257
(409) 845-1741

Date submitted: 6/92 **Submitted by:** Rachel A. Seff

THE GAZETTE

Description

The Gazette, a newsletter printed twice a semester, is published by the Off Campus Center and the Off Campus Aggies as a vehicle for communicating special concerns and upcoming events to off-campus students.

Goals/Rationale/Background Information

The goals of *The Gazette* are to educate off-campus students about unique situations involving off-campus living and to increase off-campus students' awareness of opportunities for campus involvement.

Resources

The newsletter is published jointly by the Off Campus Center and Off Campus Aggies. The staff of the Off Campus Center prepares the copy and art work.

Evaluation

Students have a readily available resource for information and a heightened awareness of the services provided by the Off Campus Center. To increase the impact of *The Gazette*, plans to distribute it throughout area apartment complexes and to increase its frequency of distribution are being considered.

Contact

Off Campus Center
Texas A&M University
Department of Student Affairs
College Station, TX 77843-1257
(409) 845-1741

Date submitted: 6/92 **Submitted by:** Rick Montelongo

PROMOTION ON CAMPUS

Description

The University of Alabama at Birmingham is an urban, commuter campus spread over several city blocks and contains eight different schools. Unique approaches are taken to publicize and promote campus-sponsored events. Once each term an attractive calendar is mailed to all students. The calendar lists almost all of the activities, events and services available for the upcoming term. We regularly use a large electronic message board next to the University Center to publicize upcoming events. In addition, personal contacts at newspapers, television, and radio stations regularly mention at no charge the events on the air or in print. We also use table tents in the University Center Cafeteria, buttons that we make with our own button maker, handbills, and videos in the lobby of the University Center. Finally, we use sidewalk chalk art during major events such as Homecoming to publicize events.

Goals/Rationale/Background Information

The goal of our promotion strategies is to make the student body and the community aware of what University events are happening on campus or in the city.

Resources

The cost of many promotional efforts is free or nominal in cost. In most cases, members of sponsoring committees do the actual work, although staff is often directly involved. Where costs are associated, the sponsoring committee is responsible.

Evaluation

Continued increase in percentage of student involvement at sponsored events, plus widespread recognition throughout the community are indications that our comprehensive promotion program is effective.

Contact

Lura Foreman
Student Affairs Specialist II
The University of Alabama at Birmingham
Hill University Center, Room 136
Birmingham, AL 35294-1150

Date submitted: 8/92

COMMUTER NEWS COLUMN

Description

"Commuter News" is a biweekly column in the James Madison University school newspaper. The column informs commuters about programs, events of the Commuter Council, and information helpful to commuters, such as leases, maintenance, security, and neighborhood cooperation.

Goals/Rationale/Background Information

Using the school newspaper, an existing publication, was both a useful and economical means of keeping commuter students informed and helping them be an important part of the campus community. The column also informs other students about commuters' concerns and needs.

Resources

The column is funded through the Center for Off Campus Living and the Commuter Student Council. Editing is cooperatively done by the Promotion's Coordinator and the Center Coordinator.

Evaluation

Surveys are conducted every two years to assess effective communication means.

Contact

Melodie M. Maher
Coordinator for Center for Off Campus Living
James Madison University
P.O. Box 3508
Harrisonburg, VA 22807
(703) 568-6071

Date submitted: 7/92

OFF CAMPUS CALENDAR

Description

The Off Campus Calendar is a new publication put together by the Commuter Student Council. The calendar is distributed at the beginning of the new school term to those students who live off campus. It contains various events on the calendar months that are sponsored by the University, the community, and the Center for Off Campus Living. The months are also supplemented with helpful tips that are pertinent to that particular month (e.g., security issues during holiday months, tips to locate housing at the end of semesters). Information about services on campus and attractions in the city is also contained in the calendar.

Goals/Rationale/Background Information

The calendar is published to present valuable information to off-campus students in a usable format.

Resources

Funding is provided by the Commuter Student Council and various merchants in the community sponsor advertisements within the calendar.

Evaluation

The Commuter Student Council will evaluate the use of this publication through the means of their annual needs survey.

Contact

Melodie M. Maher
Coordinator of the Center for Off Campus Living
James Madison University
Box 3508
Harrisonburg, VA 22807
(703) 568-6071

Date submitted: 7/92

PERSONALIZED INTERVENTION FOR "HIGH RISK" COMMUTER STUDENTS

Description

This program asks faculty and staff to identify "high risk" commuter students. "High risk" students are those who seem to be in danger of dropping out of school or a course. The Assistant Director of Student Activities, as an advocate for commuter students, uses the recommendations of the faculty/staff to establish personalized contact with the identified students.

Goals/Rationale/Background Information

This program is an effort to identify commuter students who are at risk of leaving school and create an opportunity for personalized intervention with the Assistant Director of Student Activities who acts as a source of guidance and assistance.

Resources

Costs are limited to printing of letters to faculty/staff and staff hours.

Evaluation

Faculty response has been sporadic. Most students will come in for an appointment toward the end of the semester as finals approach. After the first year, approximately one quarter of the identified students who met with the Assistant Director of Student Activities re-registered for the following year. This is not necessarily a causal relationship, but suggests the program may be effective.

Contact

Daniel Raimondo
Assistant Director, Student Activities
Canisius College
2001 Main Street
Buffalo, NY 14208
(716) 888-2190

Date submitted: 7/92

MEMO

Description

The MEMO is a colored, index weight, sheet of condensed schedules starting with the examination schedule followed by schedules for all buildings and activities through the end of one semester into the start of the next semester. It is placed on the windshield of every car in the commuter parking lots on the Monday or Wednesday mornings before examinations start.

Goals/Rationale/Background Information

The MEMO is designed to give commuter students accurate information in a timely fashion.

Resources

The MEMO is prepared in the Office of Specialized Services and copied in the University copy center. 3,000 copies cost less than $150.00 and students are hired to distribute them.

Evaluation

Commuters have come to anticipate the MEMO. The driver usually gets the copy on the windshield, but the other passengers in the car know to come to the Office of Specialized Services to get their own. Response has been very positive.

Contact

Office of Specialized Services
Central Missouri State University
Union 220
Warrensburg, MO 64093
(816) 543-4421

Date submitted: 6/92 **Submitted by:** Alice M. Gower

SHUTTLE BUS MESSAGE BOARD

Description

The new larger shuttle buses at the University of California, San Diego (UCSD) can serve 42 riders traveling from outlying parking lots to campus from 7:30 a.m. to 12:00 midnight on 15 minute runs. The buses are each equipped with electronic message boards that have a 200 word capacity. The Commuter Student Services office coordinates all information regarding activities, meetings, programs, or any event that is occurring on campus or college-sponsored programs occurring off campus and submits it to the Transportation/Alternative Office for weekly advertising.

Goals/Rationale/Background Information

Although many UCSD students reside in student housing on campus, approximately two-thirds (10,000) live off campus and commute to classes each day. Because it is often difficult to reach these students to inform them of the events and programs taking place on campus, the message board on the shuttle bus helps us advertise specifically to commuters.

Resources

The electronic message boards were furnished by the Transportation Alternatives Office. Regular staff provide the coordination of the messages.

Evaluation

Response has been positive from riders who express that the information is appreciated and would not have been known without the message board. It also serves as entertainment on the ride in to campus.

Contact

Gloria Spencer
Director, Commuter Student Services
University of California, San Diego
Student Center, Bldg. B
La Jolla, CA 92093
(619) 534-1585

Date submitted: 7/89

STUDENT ORGANIZATION MAILING

Description

A mailing is sent to all student organizations which do programming on campus, reminding them that commuters' needs should be taken into consideration as events are planned.

Goals/Rationale/Background Information

Commuters and residence hall students often have different needs for campus programming. The goal of the mailing is to articulate the specific needs of commuter students to persons in key programming positions.

Resources

Money for copies and time to produce the mailing are the only resources necessary because all student organizations on our campus have mailboxes; no postage costs are involved. The mailing is prepared by the executive board of the Commuter and Off-Campus Student Organization.

Evaluation

This mailing has only been done once, thus its impact has not yet been assessed.

Contact

Michelle Schultz
Adviser, Commuter & Off-Campus Student
Organization Coordinator
Kent State University
Student Activities Office
226 Kent Student Center
Kent, OH 44242
(216) 672-3105

Date submitted: 5/91

COMMUTER MASS MAILING

Description

Postcards which list upcoming campus events are mailed to commuter students at the beginning of fall and spring semesters. The postcards provide a formal way for commuters to receive information about campus events.

Goals/Rationale/Background Information

The goal of the mailing is to provide timely information about campus activities in order for commuters to be well-informed and learn how to get involved in campus events.

Resources

Costs incurred are for printing and duplicating, postage, and mail preparation. All costs are incurred by the Commuter and Off-Campus Student Organization (COSO). Volunteers in the organization design the cards and address them.

Evaluation

While a formal evaluation has not been conducted, attendance at at least one of COSO's programs that was publicized on the postcards nearly tripled as compared to previous programs. Hopefully, this was directly correlated with the mailing.

Contact

Michelle Schultz
Adviser, Commuter & Off-Campus Student
Organization Coordinator
Kent State University
Student Activities Office
226 Kent Student Center
Kent, OH 44242
(216) 672-3105

Date submitted: 5/91

ICE SCRAPER GIVEAWAY

Description

The ice scraper giveaway is a service for commuters that involves the distribution of visor-clip ice scrapers at the end of the fall semester/beginning of the spring semester. The ice scrapers are imprinted with a list of organizations and offices and phone numbers that are of particular significance to commuter students. Especially emphasized are offices concerned with student safety, such as campus police and escort services.

Goals/Rationale/Background Information

In instituting this project, we wanted to offer commuter students, many of whom drive to campus, a functional and useful service. We also wanted to give them a kind of directory of commuter services available on campus, with an emphasis on personal safety. By printing ice scrapers with that information, we were able to fulfill both goals.

Resources

A coalition of offices concerned with commuter issues contributed to the purchase of the scrapers. We received a $300 grant and the offices of campus parking, campus police, student government, and student activities each contributed $450. With that amount, we were able to purchase about 4,200 scrapers. In return for helping with the purchase of the scrapers, each contributing office was given a stock of scrapers to distribute to students.

Evaluation

We have not yet distributed a large number of the scrapers, but expect them to be well received by students. Since we are located in the "snow belt," we expect the ice scrapers to be a big hit!

Contact

Edward Brodka
Student Activities Associate
SUNY @ Buffalo
Office of Student Life
150 Student Union
Buffalo, NY 14260
(716) 645-6125

Date submitted: 7/92

COMMUTER AND OFF-CAMPUS CLIPS

Description

"Commuter and Off-Campus Clips" is a bi-weekly column published in the student newspaper. Information such as parking issues, home and personal safety, commuter events, and other information pertinent to commuters is included.

Goals/Rationale/Background Information

This column provides an excellent way for us to reach a large number of commuters, as the student newspaper is the most widely read publication by students on our campus. We can rely on this method of communication, more than any other, to be seen and read by students.

Resources

At the beginning of each semester, a list of dates for publication is arranged with the editor of the newspaper. The graduate assistant for commuter services holds responsibility for writing the column every other week. No additional funding is needed.

Evaluation

No formal evaluation of the column is performed, but from talking with students informally, we see that many learn about events, policies, etc. from "Commuter and Off-Campus Clips."

Contact

Edward Brodka
Student Activities Associate
SUNY @ Buffalo
Office of Student Life
150 Student Union
Buffalo, NY 14260
(716) 645-6125

Date submitted: 7/92

"THE BUCK STOPS HERE" SERVICE

Description

If any student does not know where to go or who to see for a particular bit of information, he or she can call or stop by the Off-campus Student Center and speak with one of the staff members. Staff members answer questions or make phone calls to obtain the necessary information to assist the student. If the staff member is given the correct information, the student should then have to contact a maximum of one more office (for simple requests) in order to get the question addressed.

Goals/Rationale/Background Information

All too often, students are bounced from one office to another, with the office person not really caring whether the student's question is answered or not. And in areas where the weather can be blustery or otherwise miserable, trekking across campus only to be told that they should be back on the other side of campus is especially frustrating. The goal of this program is to provide students with accurate information on a timely basis, giving them the service they deserve. A secondary goal is to foster students' sense of mattering to the University.

Evaluation

Students who have come in feeling lost have been most appreciative of this service. On numerous occasions, students have come in ready to explode because of anger and frustration they felt towards the school. In these cases, giving the students time to vent their feelings before handling their question has gone a long way to help restore a more positive attitude, both for the student's perception of him/herself as well as toward the school. Oftentimes, these students will "pop in" periodically to say hi or let us know how things are going and also let their friends know about the Center and its offerings.

Contact

Sue Witschi
Bowling Green State University
Director, Off-Campus Student Center
105D Moseley Hall
Bowling Green, OH 42403-0153
(419) 372-2573

Date submitted: 8/92

TOP 25 REASONS BOOKMARK

Description

To provide maximum coverage of the programs, services, and facilities offered in the Hazel H. Smith Off-Campus Student Center, a bookmark was developed with the "Top 25 Reasons to Visit the Off-Campus Student Center." These are distributed around the campus at the beginning of the semester and are available throughout the year in the Center and at Center-sponsored activities. The hours of operation, Center's address and phone number, and center's logos are included at the bottom of the bookmark.

Goals/Rationale/Background

Taking the concept from David Letterman's "Top 10 Reasons...," we have highlighted a variety of offerings from the Center that should appeal to members of the University community, whether they are students, faculty or staff. The goal of this communication device is to maximize one's awareness level of the programs, services, and facilities offered.

Resources

The cost for the bookmarks is picked up by the Off-Campus Student Center. Three bookmarks are placed on each sheet and copied on brightly-colored paper to attract people's attention. To cut costs, lighter weight paper is used for bookmarks given out at recruiting activities.

Evaluation

Informal chats with students and staff have elicited a positive response to the bookmarks.

Contact

Sue Witschi
Bowling Green State University
Director, Off-Campus Student Center
105D Moseley Hall
Bowling Green, OH 43403-0153
(419) 372-2573

Date submitted: 2/93

COUNSELOR ORIENTATION CONFERENCE

Description

At the University of Arkansas, faculty participate in an intensive three to four day training program entitled, "Counselors Orientation Conference." This in-service training is designed to help faculty members become better academic counselors for commuter students.

Goals/Rationale/Background Information

The goals of the conference are to sensitize faculty to the unique characteristics of entering commuter students and to help faculty enhance the success of commuter students by adopting more individualized approaches to instruction, mentoring, and academic development.

Resources

The resources needed to produce the Counselors Orientation Conference come from the Coordinator of Orientation and Academic Advisement. In addition, faculty members are reimbursed for their participation and instructional materials are produced for the conference.

Evaluation

Detailed assessment of impact on students and faculty has been collected. Retention, academic achievement, knowledge of institution, attitudes, and involvement of academic skills were all positively affected. And, faculty perceptions and attitudes toward commuter students were significantly altered and effectiveness as an instructor, mentor and advisor increased.

Contact

E. Daniel Kapraun
University of Arkansas
230 Graduate Education Bldg.
Fayetteville, AR 72701
(501) 575-7725

Date submitted: 11/92

COMMUTER CABLE

Description

The *Commuter Cable* is published at Fordham University every month during the school year and once during the summer. The *Commuter Cable* enables the Commuting Students Association (CSA) to publicize campus wide events, results of CSA meetings, CSA sponsored events, and a calendar. In addition, the newsletter helps other commuters better understand the underlying philosophy of the Commuting Students Association (CSA). The newsletter is mailed to all commuting students, faculty, and administrators.

Goals/Rationale/Background Information

The commuting students did not have a specific publication geared toward them. Some were able to read about campus events through the school paper and throughout the Union, but nothing was sent specifically to commuting students alerting them of activities. The *Commuter Cable* was designed to fill this void.

Resources

Funding for the newsletter comes from the Commuting Student Activity Fee ($15.00 per semester). We use a mailing house in Manhattan to handle printing, folding, stamping, and mailing for a very reasonable price. The layout and editing of the newsletter is done by the secretary of the Commuting Students Association. Without her hard work and dedication, the project never would have developed into such a useful tool of communication.

Evaluation

It has been very exciting to watch our newsletter grow from a one page typed newsletter to a four page typeset publication. The newsletter has established an identity for itself and it now has a logo which will be used for years to come. Students really appreciate having a publication designed for them, and more and more commuters are becoming involved in campus-wide activities.

Contact

Assistant Dean, Commuting Students
Fordham University
213 McGinley Center
E. Fordham Road
Bronx, NY 10458
(212) 579-2339

Date submitted: 6/92 **Submitted by:** John Nonamaker

RESOURCE RACK

Description

A rack of information and resources is maintained outside the Commuter and Off-Campus Student Organization's (COSO) office. Examples of information available on the rack are: area transit schedules, campus telephone directories, information on tenant/landlord rights, area utility company brochures, leasing information, and pamphlets on community and campus resources and services.

Goals/Rationale/Background Information

A resource rack provides a centralized and accessible location for students to obtain information. It enables students to get information even when the office is closed.

Resources

All resources on the rack are donated by the campus departments or community agencies. Volunteers from COSO regularly collect resources and information and re-fill the rack as it empties.

Evaluation

Several hundred students take materials from the rack each semester. Students have reported that the material is useful.

Contact

Michelle Schultz
Adviser, Commuter & Off-Campus Student Organization
Kent State University
Student Activities Office
226 Kent Student Center
Kent, OH 44242
(216) 672-3105

Date submitted: 5/91

FACULTY FELLOW

Description

Originally developed in the residence halls, the Faculty Fellow program was designed to give students more access to faculty members. The program has expanded to other campus units including the Center for Off-Campus Students. A faculty member participates in New-Traditional Program activities and sponsors faculty/student interaction events for off-campus students. The duties also include holding regular office hours in the drop-in center to promote interaction.

Goals/Rationale/Background Information

Research shows that off-campus students rarely interact outside of the classroom with faculty members. The Faculty Fellow's responsibility is to promote informal interaction with a wide variety of faculty members and off-campus students. Activities planned by the fellow include trips to the opera, group discounts to see community theatre, and campus drama productions.

Resources

The Faculty Fellows are paid a stipend for their time by the Dean of Students Office. Programming money is allocated and joint programming with other Faculty Fellows in the residence halls is usually underwritten by residence life. The Faculty/Student Interaction money through the Dean of Students office is another pool of funds available to support programming.

Evaluation

The Faculty Fellow program has meant a lot to the students and they appreciate the attention. Some of the most well attended functions include Faculty Interaction breakfasts, lunches, and dinners. The cultural opportunities have been very popular as well.

Contact

Pam Perry
Center for Off-Campus Students
University of Arizona
SU 101
Tucson, AZ 85721
(602) 621-7597

Date submitted: 7/91

COMMUTER CORNER

Description

Commuter Corner is a regular feature article that appears in the campus newspaper.

Goals/Rationale/Background Information

The goal of this regular feature is to provide on-going publicity about programs, raise awareness about the needs of commuter students and promote the achievements of the commuter leaders.

Resources

There is no cost involved in producing material for the Commuter Corner. Staff and students can submit information to the college paper for free.

Evaluation

The level of awareness on our campus has increased, particularly with faculty who have called with questions and to get more information.

Contact

Mary Hoying Brigham
Assistant Dean of Students
College of Mount St. Joseph
5701 Delhi Rd.
Cincinnati, OH 45233-1672
(513) 244-4304

Date submitted: 2/93

"COMMUTER CORNER" WEEKLY NEWSPAPER COLUMN

Description

The "Commuter Corner" is a weekly column in the student newspaper. Student staff and interns alternate writing the column about various issues that affect commuters (parking, tenant's rights, etc.) or how other topics on campus may affect this group. The column also includes announcements about events, speakers, programs, internships and employment opportunities that may be of interest to commuters. Each week we recognize a person, office or organization that has met commuters' needs in some way with a Commuter Friendly Award.

Goals/Rationale/Background Information

Efficient communication with commuters is always a challenge. The student newspaper *The Good 5 Cent Cigar* is published Tuesday through Friday each week and is easily available throughout campus free of charge. Students are able to pick up a copy in all academic buildings, student union, dining halls, gym, etc. Therefore, many students are able to get that information, including those who may not be commuting now, but who may be in the future.

Resources

Student Commuter Assistants and interns alternate writing the column with the Graduate Assistant each week. The student newspaper offers the space in the paper without a fee (technically it is counted in their files as an editorial) each week.

Evaluation

Although no formal evaluation has been done, we do hear informal positive feedback quite regularly.

Contact

Suzanne Sullivan
Graduate Assistant
University of Rhode Island
Judicial & Commuter Affairs
332 Memorial Union
Kingston, RI 02881
(401) 792-2928

Date submitted: 2/93

COMMUTER FRIENDLY AWARD

Description

Each week the Commuter Center recognizes a person, group, or office that has been "commuter friendly" in some way such as providing programs during the day, assistance on a project or workshop, or donating materials, food, etc. to a commuter program. The award is announced in the student newspaper and delivered to the recipient with a clipping.

Goals/Rationale/Background Information

By advocating for commuter needs and recognizing those who meet these needs in some way, we hope to build awareness of commuter issues on campus.

Resources

None needed (except newspaper space).

Evaluation

Recipients are always surprised and happy to receive their award, and they usually make future efforts to remember or include commuters.

Contact

Deborah Barton
University of Rhode Island
Judicial & Commuter Affairs
332 Memorial Union
Kingston, RI 02881
(401) 792-2101

Date submitted: 2/93

COMMUTERACTION

Description

"Commuteraction" is a newsletter for and about commuters. The articles are written by student staff and usually edited by a student volunteer or intern. It is mailed once a semester to all students not living in residence halls or greek houses.

Goals/Rationale/Background Information

Because direct mail is a very effective way of reaching commuters, the Commuter Center decided to pursue publication of a once/semester newsletter as the most effective means of getting information to commuter students.

Resources

Four student staff members, one volunteer, and a Graduate Assistant work on writing, editing, and lay-out. For 6,200 copies, the cost is approximately $550 to print and mail the newsletter. Funding is provided by the Office of Student Life.

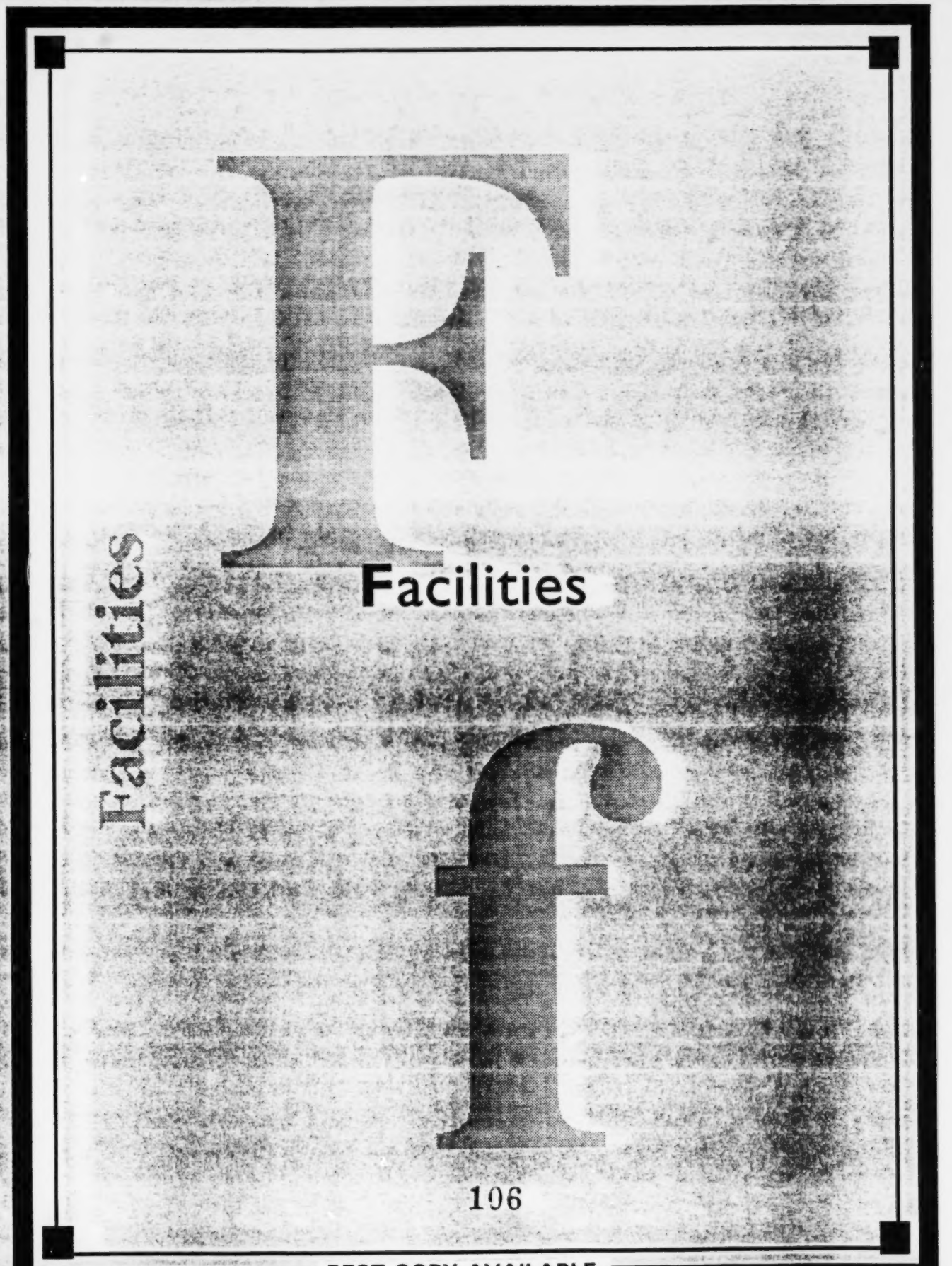
Evaluation

All of the students who receive the newsletter tell us that they appreciate getting a piece of mail that is expressly for them.

Contact

Suzanne Sullivan
Graduate Assistant
University of Rhode Island
Judicial & Commuter Affairs
332 Memorial Union
Kingston, RI 02881
(401) 792-2928

Date submitted: 2/93



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EXTENDED OFFICE HOURS

Description

The Office of Part-Time Studies (PTS) maintains extended office hours for the convenience of our part-time commuting students. Specifically, the office is open until 7:30 p.m. Monday through Thursday and from 9:00 a.m. until 1:00 p.m. on Saturday. The PTS Office also keeps in stock many of the forms students need in order to conduct their college business including transcript requests, change of address forms, applications for graduation, and alumni benefits requests.

Goals/Rationale/Background Information

Part-time commuting students usually take their classes during the evening and on Saturdays. All too often, many of the important offices of the college are closed during the times the commuters are on campus. The Part-Time Studies extended hours schedule allows these students access to important College information and services.

Resources

The Part-Time Studies Extended Hours are financed by the College. Regular counselors, adjunct counselors, and support staff from the Financial Aid Office staff the extended hours. Every Part-Time Studies counselor works one night a week and one Saturday a month.

Evaluation

The amount of student traffic in the office during the extended hours is proof that this service is of vital importance to part-time commuter students.

Contact

Jan Edward Orris
Director, Part-Time Studies
Point Park College
201 Wood Street
Pittsburgh, PA 15222
(412) 392-3806

Date submitted: 6/92

OFFICE OF REENTRY PROGRAMS

Description **Target Group:** Adult Students

Most reentry adult students return to college with a positive perspective on education. But, at the same time, they face new requirements and sometimes outdated previous coursework. The office provides an examination of previous work, academic advising in their major, and information on new general education requirements. Accurate academic advising is essential to reentry students, whose pursuit of education is limited by time and finances. Special advising tools designed to provide this information to students in an easy to understand format is also available.

The Office of Reentry Programs provides a number of retention services. We offer "Coffee Hours" which are mini-workshops designed to cover a variety of subjects such as study skills, self esteem, and time management. We also have student support groups to assist adult learners with their adjustment to the University. Finally, on a continual basis, we provide academic advising, peer advising, and crisis counseling.

Math tutoring services are also offered on a regular weekly basis in the study area of the Reentry Student Center. The office works with the campus math department to find students who are able and willing to tutor. Students from beginning math through calculus are invited to use these services.

Goals/Rationale/Background Information

Reentry students do not always feel comfortable asking for help and tutoring. Thus, our goal is to acknowledge their anxieties and provide help in meeting university requirements.

Resources

The program is coordinated by the Reentry Staff and space for events is available in the Reentry Student Center.

Evaluation

Feedback from Reentry students is very positive. Formal evaluation of the staff and the program by the Vice President and Dean of Student Affairs has been excellent.

Contact

Arlene Bireline, Director
Phyllis Redfield, Counselor
Reentry Programs
CSU Fresno
Main Cafeteria-West
5240 N. Jackson Ave
Fresno, CA 93740-0035
(209) 278-3046

Date submitted: 6/92

SPECIALIZED SERVICES OFFICE

Description

The Specialized Services Office provides "basic necessities" for commuter students for use while they are on campus. Office supplies such as a paper cutter, hole punch, stapler, typewriter, computer, sewing machine, cassette recorders, and pencil sharpener are available as well as meal necessities like a microwave and refrigerator. Jumper cables are also available to students. Students need only leave an I.D. card to remove equipment from the office.

Goals/Rationale/Background Information

The goal of this program is to provide commuter students with materials that they may need while on campus but do not usually bring with them from home.

Resources

Specialized Services receives no extra funding for this program. All of the equipment is considered office supplies and equipment.

Evaluation/

The success of the program can be measured by the volume of usage and the care taken of the equipment by users.

Contact

Alice M. Gower
Office of Specialized Services
Union 220
Central Missouri State University
Warrensburg, MO 64093
(816) 543-4421

Date submitted: 6/92

INFORMATION BOOTH

Description

The Commuting Students Association (CSA) turned a supply closet with a ticket style window, located in the basement of the Student Center, into an Information Booth. The booth is full of worthwhile information and amenities including safety pins, matches, pens, deodorant, aspirin, and needles and thread. The booth is stocked with board games and playing cards which can be checked out with a valid I.D. card. Always in supply are train, bus, and subway schedules and maps. Plus, current information regarding commuter activities and school-wide events is also available.

Goals/Rationale/Background Information

Students who commute do not necessarily come equipped with emergency supplies, recreational items for entertainment when they are not studying, and various transportation schedules. For these reasons the Commuting Students Association decided it was necessary to create a central location where all these services could be picked up free of charge. The booth is also a great way to advertise school-wide and CSA events! The booth is staffed by members of the Commuting Students Association.

Resources

The space was given to CSA free of charge. Costs incurred in purchasing the board games and emergency supplies were not more than $200.

Evaluation

Many students take advantage of the booth and are quite happy to know that it was established to serve them in emergency situations, to gather campus information, and as a board game library.

Contact

Assistant Dean, Commuting Students
Fordham University
202 McGinley Center
E. Fordham Road
Bronx, NY 10458

Date submitted: 6/92 **Submitted by:** John Nonnamaker

THE COMMUTER/TRANSFER CENTER

Description

The Commuter Transfer Center is a comprehensive service center for the commuter students at the University of New Hampshire. Located in the Student Union, the Center contains an information desk, study lounge, dining area, and meeting space. It is a branch of the Student Activities Office and is staffed by nine students including one student supervisor. The center loans out materials such as housing lists, electric typewriters, jumper cables, dictionaries, and calculators in exchange for a University I.D. card. Other resources include carpooling and rideboard services, intramural sign-ups, microwave and refrigerator, child care file, and landlord evaluation files.

Goals/Rationale/Background Information

The goals of the Commuter/Transfer Center are to provide commuter students with essential services and to educate them on topics related to commuter life, such as tenant rights and consumer information.

Resources

The center is funded through monies generated by housing list fees.

Evaluation

The center is a popular study spot and the typewriters and housing lists are the most heavily used services.

Contact

Betsy Parente
Assistant Director, Student Activities
University of New Hampshire
Memorial Union Building, Suite 136
Durham, NH 03824
(603) 862-3612

Date submitted: 6/92

OFF-CAMPUS STUDENT CENTER

Description

The Hazel H. Smith Off-Campus Student Center is a comprehensive facility designed to meet the needs of off-campus students at Bowling Green State University. The facility is divided into a main lounge, study lounge, T.V. lounge, computer/typewriter lab and two administrative offices. Two student organizations are also housed within this 4,300 square foot facility. Services offered include a copier, information area, severe weather announcements, jumper cables, snow shovels, magazines, cable T.V., storage lockers, refrigerators, microwave, $1 and $5 changer, *The Buck Stops Here* service and the *Quick Response* program, in addition to a variety of educational, social, and entertaining activities.

Goals/Rationale/Background Information

The goals of the Center are extensive and information about them can be obtained from the Director. The overall goal, however, is to provide off-campus students with services and programs that meet their needs and offer a space for them to call their own. The Center is one of the oldest facilities/offices dealing directly with commuter students in the nation. It celebrated its silver anniversary in November 1992. The Center initially began as a result of student activism by a number of traditional and nontraditional students as one room with an office.

Resources

Funding comes from state monies, tuition, and general fees. Co-sponsorship of programs and activities with campus departments and student organizations are *highly* encouraged, both to help financially and to expose more of the University community to the things available to all. The staffing of the Center includes a full-time director, a half-time graduate assistant (whose stipend is primarily paid for by the Graduate College), and four to six part-time student assistants. The total monies available for programming, services, and student assistant wages amounts to less than $1.00 per student.

Evaluation

The Center averages approximately 1,000 students per day. Most people seem to be very satisfied with the range of services provided; however, the main complaints are the lack of space, proper heating/air conditioning for the facility, and lack of staff and money. The Center has not received an increase in its budgets (excluding the director and graduate assistant wages) in three years, which has forced the facility to close an additional 12 hours per week and to initiate a storage locker charge for the first time ever. Aside from the earlier closings, the Center staff has maintained all of its regular programs and services.

Contact

Sue Witschi, Director
Off-Campus Student Center, 105D Moseley Hall
Bowling Green, OH 43403-0153
(419) 372-2573

Date submitted: 1/93

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TECH LAB

Description

This area of the Hazel H. Smith Off-Campus Student Center houses five Macintosh SEs with hard drives, a Macintosh 512K Enhanced with external drive, two IBM PCs, dot matrix printer capability for all computers, and two correctable IBM Wheelwriter typewriters, with one having letter-quality printing capabilities for the IBM PC. Software packages including **MultiMate, Resume Expert, MacWrite, MacPascal, Microsoft Word, Microsoft Works, and Hyper Card** are available directly on the hard drives or by checkout with an I.D. A monitor is on duty to assist with software questions. Tutorials and mini-sessions on how to use the machines and software are available and reference books are checked out with an I.D. Priority is given to off-campus students, however, since some of the funding is through general fees, the lab is open to all students. All students must sign in and out, listing the machine used and the arrival and departure times.

Goals/Rationale/Background Information

Most of the residence halls have a computer lab either in their hall or within the complex (of four halls). These labs are restricted to on-campus student use, therefore the Center's Tech Lab provides a similar service to off-campus students.

Resources

Initial funding for the computers came from an Ohio Instructional Grant. Monies to purchase the Mac SEs came from a special fund of Computer Services. The typewriters were purchased by the commuter student organization. Software was purchased by the Center or donated by Computer Services or the commuter student organization. Costs for ribbons, computer paper, and staffing of the lab is the responsibility of the Center.

Evaluation

With the addition of the Mac SEs in the fall of 1989, a 500+% increase in usage was seen. More students continue to utilize the lab, especially with the addition of the **Resume Expert** master module, the resume package required by the Career Planning and Placement Services' Office. Beginning with the Fall 1992 semester, the lab has been opening at 7:30 a.m. to accommodate students who wish to use the facility before 8:00 a.m. classes.

Contact

Sue Witschi
Director, Off-Campus Student Center
Bowling Green State University
105D Moseley Hall
Bowling Green, OH 43403-0153
(419) 372-2573

Date submitted: 1/93

TEMPORARY EMERGENCY HOUSING PROGRAM

Description

This program provides temporary residence hall housing in a campus apartment during the month of September for students while they look for permanent off-campus housing or wait for campus housing. Rates are $10.00 per night with a five-night maximum stay (unless space is available). Space is limited and reservations are accepted starting in August. Each student receives a key and pays a refundable key deposit. A brochure with rules to be observed is given to each tenant. Daily housekeeping service is provided.

Goals/Rationale/Background Information

The need for short term housing for students arriving on campus, particularly for the fall quarter, is essential and more crucial each year. The time needed to secure suitable permanent accommodations can be lengthy due to the high cost, and until recently, a shortage of rentals in this resort area. Since many students cannot afford the hotel prices, or have friends to stay with, this program offers an affordable option.

Resources

The funding for the pilot program in 1981 was given by the Vice-Chancellor for Undergraduate Affairs, and has been self-supporting since. Rent is paid for two to four two-bedroom apartments, furniture and linen are rented, and a student is hired for the custodial work. Regular staff provide the administrative work.

Evaluation

Students are asked to fill out an evaluation on move-out. Results from these show a great appreciation and highlight the need for this service. In a few cases, students would have returned home because they were unable to find permanent housing immediately. Except for the pilot year, this program netted a balance of $200-$900. Monies were used for other programs and services. This program has been successful for the last eight years, but its operation is always tentative to having the apartments available. Ideally a permanent housing facility for this temporary housing program is needed.

Contact

Gloria Spencer
Director, Commuter Student Services
University of California, San Diego
Student Center Bldg. B
La Jolla, CA 92093
(619) 534-1485

Date submitted: 7/89

THE BARTER EXCHANGE

Description

The Barter Exchange is a program where students exchange services such as typing, child care, ironing, and car repair with each other in order to provide free services and assistance to one another. A notebook is kept in the Student Affairs Office which contains two sections, one for services needed and one for services provided. Students register their name and phone number in the appropriate section(s) and check back periodically to see if a match can be made.

Goals/Rationale/Background Information

Money and time are two of the scarcest resources students have. The Barter Exchange was designed to serve as a clearinghouse where students could help each other out through the exchange of services rather than spending money.

Resources

The cost is limited to a three-ring binder and minimal copying costs.

Evaluation

No measurable results are available to report at this time.

Contact

Roger W. Sorochty
Vice President for Student Affairs
Kansas Newman College
3100 McCormick Ave.
Wichita, KS 67213
(316) 942-4291 x126

Date submitted: 11/89

REGISTRATION/CAMPUS PHONES

Description

In the Commuter Lounge, there are four phones for commuter students. Three of them are used for phone registration while the other is a campus and local phone. Students are able to drop/add classes, register, and call professors from the lounge.

Goals/Rationale/Background Information

Commuters frequently need to use a phone while on campus, and unlike residential students, they do not have one of their own while on campus. The phones in the Commuter Lounge provide students with a much-needed service.

Resources

Cooperation from the registrar and administration of the student union was critical in establishing this phone service.

Evaluation

This is one of the most valued services we have.

Contact

Deborah Barton or Suzanne Sullivan
University of Rhode Island
Judicial & Commuter Affairs
332 Memorial Union
Kingston, RI 02881
(401) 792-2101

Date submitted: 2/93

EMERGENCY HOUSING PROGRAM

Description

The Emergency Housing Program at Kent State University provides commuter students, who, due to weather conditions or transportation problems need overnight housing. This service is provided at no charge to the student.

Goals/Rationale/Background Information

Kent State University does not operate a guest house during the academic year thus the only option to commuter students in an emergency is an area motel.

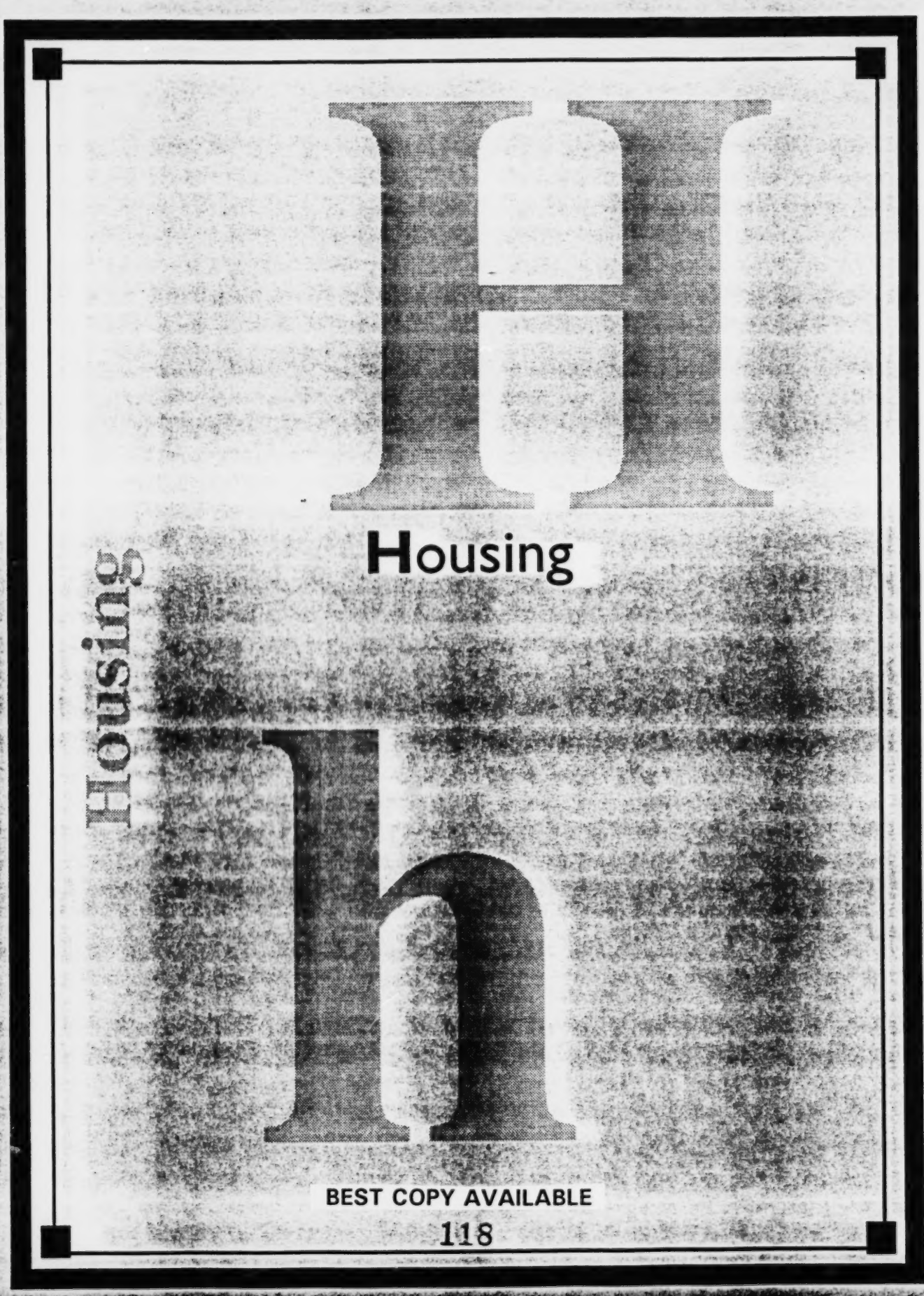
Resources

Four residence hall rooms are reserved during the academic year as emergency housing rooms.

Contact

Constance Foley
Director of Residence Services
Kent State University
Kent, OH 44242
(216) 672-7000

Date Submitted: 5/91



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COMPUTERIZED OFF-CAMPUS HOUSING

Description

The Office of Commuter Affairs (OCA) operates an off-campus housing service for members of the University community. The office serves as a clearinghouse of information which includes landlord/tenant information, an apartment directory/map of local apartments, and a computerized listing service.

The number of listings averages from 290 and swells to over 500 during peak use. A computer program allows for on-line searches by a Commuter Peer Advisor of appropriate housing based on user-supplied criteria. These listings are then printed on-site for the student.

The entire file is stored on an IBM mainframe computer and printed in batch at the Administrative Computer Center daily. Individualized printouts are printed in the OCA office and are available every day. Printouts are presented to students in folders containing a variety of information related to the housing search, such as lists of tenant rights, apartment inventory checklists, and utility company numbers. There is currently no fee to students or to landlords using the service.

Goals/Rationale/Background Information

The primary goal is to help UMCP commuter students locate potential housing.

Resources

The Off-Campus Housing Service is coordinated by a graduate assistant and maintained by four to five student workers. The operation is housed in the student union. Salaries constitute the largest operating expense.

Evaluation

Formal evaluation of the service has not been undertaken since the new computer application was developed, however, general use has increased and administrative support remains strong. Response from users has been positive.

Contact

Mark S. Lee
Coordinator of Off-Campus Housing and Commuter Information Services
University of Maryland at College Park
1195 Adele H. Stamp Student Union
College Park, MD 20742
(301) 314-3645

Date submitted: 7/92

HOUSING INFORMATION WINDOW

Description

At the Brigham Young University Housing Information Window, detailed rental information is provided for students looking for off-campus apartments. Information on 1,200 landlords and 6,000 university-"approved" apartments are kept on computer. A Renter's Guide of over 150 of the area's largest apartment complexes is published and distributed free of charge to student renters.

Goals/Rationale/Background Information

The University seeks to assure an off-campus living environment for students that is conducive to the University's philosophies and the student's potential academic needs. Special listings and personal aid are given upon request to disabled persons, foreign students, minorities, and students with large families. All services are available free of charge to students.

Resources

A staff of six full-time and 12 part-time employees inspect the "approved" apartments, maintain files, and mediate student-landlord disagreements. Over 80% of funding comes from tuition allocation and approximately 20% comes from on-campus housing revenues.

Evaluation

Since there are 18,000 students renting apartments off-campus and many of them are unfamiliar with the local area, this service is invaluable. The variation in quality and types of rentals available can be overwhelming to students without some kind of help.

Contact

John Pace
Manager, Off-Campus Housing Office
Brigham Young University
255 ELWC
Provo, UT 84602
(801) 378-5066

Date submitted: 7/92

MODEL LEASE

Description

The Community Housing Office distributes a "Model Lease" for use in rental housing throughout the Davis area. First adopted in 1969, this document has been revised five times and approved by the Student Housing Office, the Associated Students, and the Davis Rental Property Association.

Goals/Rationale/Background Information

The primary goals of the Model Lease are to improve landlord/tenant relations by encouraging equitable rental practices and to lend predictability to both parties' contractual obligations. Detailed statements regarding rights and responsibilities help students be better informed and assist them in problem solving when conflicts arise.

Resources

The Community Housing Office coordinates all revisions, funds printing, and serves as the principal distribution center.

Evaluation

During the 1991-92, the Model Lease was used in approximately 79% of the 7,628 Davis apartment complexes.

Contact

Anne Reynolds Myler or Suzie Valdrow
Assistant Directors, Community Housing
University of California, Davis
Student Housing, University of California
Davis, CA 95616-8712
(916) 752-2483

Date submitted: 6/92

HOUSING FAIR

Description

The Housing Fair is an annual two day event which occurs in late January at the Pennsylvania State University. It is the largest gathering of rental agents in the area. Approximately 67 exhibitors participate representing off- and on-campus housing, University departments, health service agencies, transportation, furniture and on-campus Student Services resources. Bus and walking tours of off-campus and on-campus housing are provided the second day of the event.

Goals/Rationale/Background Information

With 60% of our student population residing off-campus, students need to be able to make informed choices regarding their living options. Numerous community agencies and University support units are invited to participate to provide students with information on life outside of the classroom.

Resources

The fair is jointly funded through the University budget and student organizations. The space is donated by the Office of Unions and Student Activities, and volunteer students join staff of the office of Off-Campus Living to produce this major campus event.

Evaluation

Exhibitors and visitors alike have responded positively to the fair. It is the one time when families may come to University Park to meet with different realtors and agencies in one location.

Contact

Forest B. Wortham, Coordinator Off-Campus Living
The Pennsylvania State University
135 Boucke Building
University Park, PA 16802
(814) 863-1809

Date submitted: 7/92

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OFF-CAMPUS HOUSING GUIDE

Description **Target Group:** New Students

The *Off-Campus Housing Guide*, prepared by the Office of Residence Life and the Student Union, outlines the procedure for finding and securing an apartment in the Boston area. It also includes a guide to Boston neighborhoods, projected expenses, worksheets, and alternative off-campus living opportunities, such as live-in child care, rooming houses, and group living. The guide is available upon request from the Residence Life or Union offices.

Goals/Rationale/Background Information

This guide was developed to assist students, particularly out-of-state students, in their rental housing search.

Resources

Preliminary work on the guide was undertaken by a graduate assistant in the Residence Life Office. Funding is shared by Residence Life and the Student Union.

Evaluation

This is a work in progress, therefore no formal evaluation has been conducted.

Contact

Emerson College
100 Beacon St.
Boston, MA 02116
(617) 578-8680

Date submitted: 7/92

OFF-CAMPUS HOUSING LISTINGS

Description

McGill University students can obtain computer printouts of rooms to rent, available apartments, and a list of students with apartments to share. The computer terminal is a Soroc screen and Epson LQ800 printer which is programmed and maintained by the Campus Computer Center. Housing lists show name, address, phone number, size of apartment, price and location, what is included in the rent (furniture, heat, water, electricity), length of lease, and additional descriptive comments. We also can add building information such as number of floors, elevator, laundry, storage, security, smoke detectors, intercom, pets allowed, etc. There is no charge to the landlord for listing or to the student for getting photocopies of the printouts.

The office also supplies students with bus, metro and city maps, and has installed eight telephones in a conference room for students to make appointments to see the rental units. The office also serves as a resource center for information on rental law and tenant-landlord relations.

Resources

There is a nominal fee for the computer terminal. Student service fees fund the $8,000 annual budget which pays for the salaries of summer students, the printing of a brochure and handbook, and other supplies. The staff consists of one professional, a secretary, student summer employees, and part-time student employees during the academic year.

Evaluation

The campus has very limited residence space and is located in the core of a large city. This service is of great assistance, particularly to new students. The lists are updated daily during peak periods and weekly, or more often according to demand, the rest of the year.

Contact

McGill University
Powell Student Services Building
3637 Peel Street, Room 206
Montreal, Quebec, Canada H3A 1X1
(514) 398-6010

Date submitted: 7/92 **Submitted by:** Magdalena Fahrni

OFFICE OF THE STUDENT'S ATTORNEY

Description

The Office of the Student's Attorney, a department in the Division of Student Services at Texas A&M University, is composed of two full-time attorneys who are employed by the University to assist students with legal problems ranging from traffic tickets to divorce to tenant/landlord issues. Attorneys are unable to help students with a conflict against the University or a student-against-student conflict.

Goals/Rationale/Background Information

In existence since 1974, the office provides students with legal advice and serves an educational role in helping students deal with problems. The staff at the Off Campus Center works closely with the Office of the Student's Attorney, particularly with tenant/landlord issues such as problems with repairs and security deposits.

Resources

The office is staffed by two full-time attorneys, two full-time secretaries, and one part-time undergraduate student worker. The office is funded solely by allocations from the student service fees. The Student Government has direct input into the allocation of these fees.

Evaluation

Awareness of the Office of the Student's Attorney has increased each year, as evidenced by an increased number of students who seek advice. The largest number of complaints and requests for information is regarding tenant/landlord issues.

Contact

Coordinator, Off Campus Center
Texas A&M University
College Station, TX 77843-1257
(409) 845-1741

Date submitted: 7/92 **Submitted by:** Rick Montelongo

TENANT/LANDLORD INFORMATION

Description

The Off Campus Center at Texas A&M University offers information on tenant/landlord issues. These issues include the "How-to's of Repairs", leasing responsibilities and obligations, and interpreting leasing agreements. The Center also serves as a liaison between apartment managers and tenants.

Goals/Rationale/Background Information

The Off Campus Center operates from an educational/preventive framework to help students become informed consumers so they can avoid unnecessary problems which may detract from their college experience.

Resources

The Off Campus Center at Texas A&M is an office in the Department of Student Affairs. Two full-time professionals, one graduate assistant, one full-time secretary and four part-time student assistants are employed by the University as staff members of the Off Campus Center. The Off Campus Center staff strives to inform students about their rights and responsibilities as tenants. The staff provides basic leasing information and answers questions concerning tenant/landlord problems such as repairs and maintenance, security deposits, etc.

Evaluation

The Center has experienced increases in the number of students requesting information on tenant/landlord issues. It is necessary for the staff to receive adequate training in the area of leasing information and tenant/landlord problems.

Contact

Coordinator, Off Campus Center
Department of Student Affairs
Texas A&M University
College Station, TX 77843-1257
(409) 845-1741

Date submitted: 7/92 **Submitted by:** Rick Montelongo

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RESIDENT REACTION FILE

Description

As an office of the University, the Off Campus Center does not recommend or approve specific off-campus housing units. The only requirement for listing with the Center is that the owner/manager must file a Non Discrimination Notice annually. To provide students with some form of subjective information, the Center coordinates a Resident Reaction File, containing students' complaints and compliments of specific rental units.

Students hear about the file by word-of-mouth, at programs sponsored by the Center, through seasonal newspaper advertising, and through the *Texas A&M Off Campus Living Survival Manual*. Managers and owners may visit the Center and look through the file at any time. They may complete a "Manager's Reply Form" if they wish to answer the complaint or if the situation has been corrected.

Goals/Rationale/Background Information

The goal of this service is to provide students with additional information about rental property.

Resources

Students with a complaint talk with the Off Campus Advisor. The Advisor makes sure that the complaint is valid and reasonable, and gives students suggestions for dealing with the situation.

Evaluation

Incoming students find this to be a valuable resource when they are looking for housing. Better ways to publicize the Resident Reaction File are being explored.

Contact

Coordinator, Off Campus Center
Department of Student Affairs
Texas A&M University
College Station, TX 77843-1257
(409) 845-1741

Date submitted: 7/92 **Submitted by:** Rick Montelongo

COMMUNITY LIAISON AND ADVOCATE

Description

The two professional staff members in the Off Campus Center (OCC) act as liaisons for off campus students by attending the meetings and functions of the local Apartment Association. This improves relationships between the Center and the local property owners and managers.

Goals/Rationale/Background Information

The primary goal of the liaison/advocate is to strengthen relationships between the University and the community. Through the meetings with the local property owners and managers, positive relationships are developed. Many owners and managers call the Center when they are experiencing problems or misunderstandings with their student tenants. By attending their association meetings and visiting their properties, the Center projects a positive and open image.

Resources

The Off Campus Coordinator and the Off Campus Advisor are the main liaisons for off campus students. The Off Campus Center is a member of the local Apartment Association which includes annual dues.

Evaluation

Managers and owners are more aware of the Center and refer students to the office for assistance. Many managers and owners call the staff members and ask for advice when dealing with a student-tenant problem.

Contact

Coordinator, Off Campus Center
Department of Student Affairs
Texas A&M University
College Station, TX 77843-1257
(409) 845-1741

Date submitted: 7/92 **Submitted by:** Rick Montelongo

ROOMMATE COUNSELING AND MEDIATION

Description

The Off Campus Center offers roommate counseling and mediation to off-campus students. The two full-time professional staff and the graduate assistant give off-campus students an opportunity to discuss roommate problems and help them learn better ways of communicating. The two professional staff of the Off Campus Center are integrally involved in the service and serve as Case Coordinators.

Goals/Rationale/Background Information

Roommate counseling helps students to become aware of the influence they have in the roommate relationship and to accept responsibility for their actions. Counselors, who follow a conflict resolution mode, have found role-playing interactions to be effective. Students are encouraged to utilize roommate-tenancy contracts as a preventive measure. If students require more in-depth individual counseling, they are referred to the University's Counseling Service.

Resources

The Off Campus Center, which is an office in the Department of Student Affairs, employs two full time professionals, one full-time office clerk, part-time graduate assistants, and student workers.

Evaluation

During a follow-up session, most students report that roommate counseling has been beneficial.

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Date submitted: 7/92 **Submitted by:** Rick Montelongo

APARTMENT MANAGER'S RECEPTION

Description

Each fall, the Off Campus Center and the student organization, Off Campus Aggies, sponsor a reception for area apartment managers and property owners. Student leaders, city officials, and University representatives are also invited.

Goals/Rationale/Background Information

The goal of the reception is to provide apartment managers and property owners with an opportunity to interact with the staff of the Off Campus Center and off campus students in order to promote better communication and understanding.

Resources

Overall coordination of the program is executed by the Off Campus Center with auxiliary assistance from the Off Campus Aggies. Funding for invitations is provided by the Off Campus Center and refreshments are contributed by the Off Campus Aggies. A great deal of advance planning is required to ensure a successful turnout.

Evaluation

The program fosters a better working relationship between students and apartment managers and enhances the cooperative efforts of the apartment managers and the Off Campus Center.

Contact

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Date submitted: 7/92 **Submitted by:** Rick Montelongo

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HOUSING FAIR

Description

Sponsored by the Off Campus Center, the Housing Fair provides an opportunity for representatives from apartment complexes and community and campus agencies to distribute information to students at Texas A&M University. The tour is held early in the spring semester.

Goals/Rationale/Background Information

The goal of the fair is to provide students with one-stop shopping where they can gather comprehensive housing information in one convenient location.

Resources

The event is held in the Memorial Student Center. Exhibitors are charged a $55 registration fee to participate. This fee covers the cost of renting the facility and the tables and chairs, promotional items such as balloons, refreshments for the exhibitors, and advertisements in the student newspaper. Services for off campus students such as the Students' Attorney, shuttle bus operations, and utility departments are provided tables free of charge. Exhibitors bring their own decorations and displays. Their creativity provides a festive atmosphere. Off Campus Center Student Assistants staff a table in the Memorial Student Center to promote the event and encourage walk-ins.

Evaluation

Attendance numbered approximately 2,000 students in six hours.

Contact

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Date submitted: 7/92 **Submitted by:** Rick Montelongo

ROOMMATE REFERRAL SERVICE

Description

The Off Campus Center coordinates a Roommate Referral Service to help students find roommates. The staff does not match people to be roommates, but provides roommate card files, a roommate list, and roommate sessions for students' use. Students complete a specific card depending on whether they have housing and need a roommate or if they need both housing and a roommate(s). Students then can look through the card files for potential roommates.

The roommate sessions, which are facilitated by the Center's staff, are held in conjunction with the New Student Conferences (orientation) throughout the summer and at peak times before each semester begins. Students are encouraged to be open and honest about their preferences, lifestyles, and habits.

The roommate list is a summary of the roommate cards on file. It is mailed to out-of-town students three times during the summer and in December for the spring semester. This allows students who are unable to visit the office to begin contacting potential roommates.

Goals/Rationale/Background Information

The service, which operates from an educational framework, stresses open and honest communication and helps students to recognize their preferences, lifestyles and habits, and characteristics most important for compatibility. Incoming freshmen, who may never have had roommates, receive particular attention. The Center also publishes several handouts about roommate relations.

Resources

The Roommate Referral Service is basically operated by the office secretary and student staff members. Student staff members facilitate the sessions.

Evaluation

Each year the Center increases its student traffic. The Roommate Referral Service is the second most well-known service of the Center. There are plans to computerize the entire Roommate Referral Service.

Contact

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Date submitted: 7/92 **Submitted by:** Rick Montelongo

ROOMMATE MATCHING

Description

The roommate matching program, held at the end of the fall and spring semesters, is designed to match students looking for roommates with students looking for somewhere to live. The atmosphere is informal and refreshments and snacks are provided in an open-house format.

Goals/Rationale/Background Information

Students often have difficulty finding other students to move into their apartment. It is difficult to meet and get to know new people over the telephone. This program provides a relaxed atmosphere where students can meet one another and hopefully find matches.

Resources

The program is advertised in the student newspaper and through flyers distributed around campus. Letters are mailed to students who have listed a Roommate Wanted card in the office. Students fill out a form about themselves, so that they can get to know some personal data about each other.

Evaluation

Students have expressed that this program meets an important need. Many students, as a result of the program, find roommates and places to live.

Contact

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(716) 878-5533

Date submitted: 7/92

CUINFO

Description

CUINFO is Cornell University's on-line public information system, and it includes an off-campus information menu. The inclusion of housing listings on CUINFO allows users seated at any interactive terminal throughout campus to view available housing listings. Information is provided by the Off-Campus Life program which is part of the Department of Residence Life.

Goals/Rationale/Background Information

Having listings available through any interactive campus (or home) terminal eliminates the necessity of office visits. Additionally, it provides greater visibility of the services provided by the Off-Campus Life program and allows students to view the information at all hours (until midnight or 2 a.m. in certain locations). During the housing rush periods in early spring, many residence hall students view this information from terminals located in each residential complex. Students from out-of-town can also view listings if they subscribe to a computer network which allows access to Cornell's IBM system (TYMET, Telenet, etc.).

Resources

Funding for mainframe computer time and processing is provided by Computer Services. Although very innovative, start-up costs can be very high without an outside source of support for mainframe computer time. Help is not hard to find, as students enjoy this type of work if it is mixed with some public and client contact.

Evaluation

About 800-900 users per month view the housing information through CUINFO. Many positive comments have been received, although people do complain about finding listings that have already been rented.

Contact

Pamela Zinder
Manager of Off-Campus Life
Cornell University
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(607) 255-5373

Date submitted: 7/92

NEIGHBORHOOD AWARENESS PROGRAMS

Description

Neighborhood Awareness is promoted in various ways at Cornell University. These include class internships and field studies, publication and distribution of *Neighborhood Awareness* booklets in area close to campus, encouraging student, staff and faculty involvement in neighborhood councils and civic associations. Sponsored programs include the Collegetown Good Neighbor Day, the *Good Neighbor Handbook*, and the posting and distribution of burglary prevention posters.

Goals/Rationale/Background Information

The goals include overcoming local residents' impressions of lack of caring by the University, preparing students for the responsibilities of living in a community, assessing and responding to local concerns which affect the welfare of off-campus residents (e.g., personal safety, residential security, isolation, relationships among neighbors, noise control, social programming, condition of dwelling units, and transportation).

Resources

Resources directed toward development of neighborhood awareness include administrative support, publicity funding, and dedicated office space for storage materials. For example, the manager of Off-Campus Life serves as "administrator" for the Collegetown Neighborhood Council by assisting in scheduling and organizing meetings, setting and distributing agenda, organizing mailings, and following up with University officials. Considerable staff time, usage of facilities, and funding for publicity has also been contributed by the Department of Residence Life which manages a number of large units in off-campus neighborhoods.

Evaluation

Tangible benefits include improved relations between University students and local residents, improvement of city/University/neighborhood relations, establishing a medium for communication of legitimate issues to municipal officials, effective lobbying, and a start toward developing a "sense of community" among students who commute to campus.

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Date submitted: 7/92

OFF-CAMPUS HOUSING FAIR

Description

Each winter, the Off-Campus Life program sponsors a day long Off-Campus Housing Fair. Representatives from campus and community agencies, as well as housing complex managers, gather to distribute information and answer questions.

Goals/Rationale/Background Information

The goals of the fair are to provide students with the opportunity to interact with off-campus landlords and agencies and to discuss their needs and concerns about housing. The Fair draws attention to the large off-campus population and the magnitude of needs represented by that group.

Resources

Funding for publicity, refreshments, room set-up, and parking is allocated from the Off-Campus Life program. The room is rented in the Student Union. Staff time during office hours is contributed by the Off-Campus Life program and from volunteer Off-Campus Counselors.

Evaluation

Student turnouts have ranged from 750 to 1,250 during a six hour period. Participants enjoy meeting students on "neutral ground" and also appreciate the publicity and exposure provided by a large exhibition. Some participants had suggested a two-day fair, which was held in 1991, however the turnout was not as high as expected.

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Date submitted: 7/92

UTILITY DEPOSIT ASSISTANCE PROGRAM

Description

The Utility Deposit Assistance Program (UDAP) is a valuable service for James Madison University's (JMU) students who live off campus. For $15 in cash students can waive the deposits (which can add up to $300 or more) required by the various utilities in the Harrisonburg area. To become eligible for participation in UDAP, students need to be enrolled and pay a $15, nonrefundable membership fee at the JMU cashier's office. The concept behind UDAP is that since the University contracts with the various utility companies, JMU will take responsibility for unpaid bills. Students records can be frozen, preventing registration and/or access to transcripts for jobs, until the bill is repaid to the University. This relieves tension between students and the utility companies and provides a system that holds students more accountable for bills to be paid.

Goals/Rationale/Background Information

The purpose of UDAP is to prevent students from having to fund costly utility deposits. It further enhances town-gown relationships with the university because JMU can have more control over unpaid bills.

Resources

UDAP is funded through the $15 membership fee. Membership monies are accumulated to pay the unpaid student utility bills, and to fund other off-campus expenses.

Evaluation

The program grows annually with increases in membership. Most students who are aware of the service take full advantage of it.

Contact

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Coordinator of the Center for Off Campus Living
James Madison University
Box 3508
Harrisonburg, VA 22807
(703) 568-6071

Date submitted: 7/92

STUDENT COMMUNITY COORDINATORS

Description

The Student Community Coordinators are current students who provide information and assistance to users of the Center for Off Campus Living. Student Community Coordinators serve as a liaison between the Center for Off Campus Living, students living off campus, and members of the Harrisonburg community. They also provide students with housing referrals and appropriate information about landlord/tenant rights and responsibilities. They work closely with the Director of the Center for Off Campus Living in reporting problems and concerns that arise in non-university housing areas. Finally, they help plan and implement Town and Campus Outreach Activities, which focus on student-community awareness, citizenship, and services.

Goals/Rationale/Background Information

The goals of this program are to give off-campus students accurate information, to offer students a leadership and involvement opportunity, and to improve town-gown relations.

Resources

Community coordinators are selected and funded through the Center for Off Campus Living.

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Date submitted: 7/92

RENT MEDIATION SERVICE

Description

The Rent Mediation Service provides conflict resolution regarding rental rate increases. Incorporated as a term in the *Davis Model Lease*, landlords and tenants are required to meet and confer when a dispute arises. If agreement is not reached, mediation by representatives of the Student Housing Office, Associated Students, and Rental Property Association is provided.

Goals/Rationale/Background Information

Assuming that many disputes can be resolved if the involved parties are given an opportunity to explain their respective positions, this program is viewed as an alternative to involuntary arbitration or rent control. Participation in the process is mandatory, but acceptance of any ultimate compromise is voluntary.

Resources

Community Housing staff coordinate the rent mediation service. All relevant parties assist in publicity and implementation.

Evaluation

Many of the disputes are resolved at the first level when landlords and tenants meet and confer.

Contact

Anne Reynolds Myler or Suzie Valdrow
Assistant Directors - Community Housing
University of California, Davis
Student Housing, University of California
Davis, CA 95616-8712
(916) 752-2483

Date submitted: 6/92

MOVING OFF CAMPUS WORKSHOP

Description

The staff of the Community Housing Office annually conduct orientation programs in the residence halls for students planning to move off campus the following year. Topics include housing and roommate selection, leasing practices, landlord-tenant relations, and community resources.

Goals/Rationale/Background Information

The primary goal of these sessions is to assist students in making a more informed housing choice and reduce the potential for future problems.

Resources

The Community Housing Office staff coordinate the effort and receive assistance from the Associated Students City/County Lobby. Residence hall staff are responsible for publicity.

Evaluation

Students have an increased awareness of resources available to them and are able to make more informed housing and roommate choices. Participation and student feedback through evaluations have encouraged continuation of these programs.

Contact

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(916) 752-2483

Date submitted: 6/92

ISU OFF-CAMPUS SURVIVAL GUIDE

Description

The *ISU Off-Campus Survival Guide*, a booklet designed for new community members to the Ames area, contains a wide variety of information about local parks, churches, Automatic Teller locations, restaurants, hotels, and more. In addition, it gives information on some of the local codes relating to rental in the Ames area. Forms to help individuals determine roommate compatibility and space needs are also included. The guide is updated and published yearly, and distributed to students, faculty, and staff.

Goals/Rationale/Background Information

The primary goal of this publication is to provide new students with information and resources and to facilitate their transition to the Ames area.

Resources

The printing costs for 4,000 guides are covered by the Government of the Student Body. The information updating and formatting are done by Off-Campus Center employees.

Evaluation

The guide is very popular, and we have had to restrict its circulation in some areas. Compliments are numerous and "copy cats" are frequent. But, our guide outlasts most of the copies, due primarily to our commitment to keeping it up-to-date and reader friendly.

Contact

Off-Campus Center
Iowa State University
59 Memorial Union
Ames, IA 50011
(515) 294-2364

Date submitted: 6/92 **Submitted by:** Ellen E. Fairchild

COMPUTERIZED PRINTOUTS OF RENTAL UNITS

Description

We have designed a computer database which lists available rental units and possible roommate situations. When a request is received for information on housing, we are able to provide a personalized listing of available housing to meet the needs of the individual. It is a referral service only; we do not become involved in the actual search itself.

Goals/Rationale/Background Information

One of the main reasons the Off-Campus Center was established by the Government of the Student Body was to assist students with choices relating to living off campus. The printout referral service is a significant way to help students find adequate and affordable housing in the area.

Resources

This service is funded through the general budget of the Government of the Student Body. There is considerable cost for computer, paper, and ink (ink jet printer). Work-study student employees staff the desk and maintain the databases under the direction of the Coordinator. Their salaries are also figured into the general budget of the Center.

Evaluation

The printout service has received high praise and is utilized not only by students but also by faculty and staff and community people. Statistics show that between 6,000-7,000 printouts are given out each year.

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Date submitted: 6/92 **Submitted by:** Ellen E. Fairchild

ISU OFF-CAMPUS HOUSING FAIR

Description

This is an annual event which has become the unofficial kick-off of the fall renting season in Ames. The Fair is held in April of every year, because that is the time when residence hall contracts are due for the following academic year and students are contemplating their housing situation for the next year. In addition to local landlords, local service agencies and businesses are asked to participate to allow for a well-rounded education on what is involved in the decision to rent an apartment off campus. For those who are currently commuter students, there is information on child care, financial counseling, and other pertinent services.

Goals/Rationale/Background Information

March through August is the busiest time of the year for our print-out service. Residence hall contracts are due in April, and many are exploring the off-campus option at that time. We feel that those who attend the Fair receive a good general idea of what will be available to them in the way of housing and general services.

Resources

The major cost is advertisement for the event. The Government of the Student Body covers the cost of this through our general budget line item for the Center. The exhibitors come for free. The event is held in our Memorial Union free-of-charge due to our status as a student group. Volunteer student help is responsible for decorating and staffing the Off-Campus Center booth.

Evaluation

Evaluations have always been positive both from the students who have attended as well as the exhibitors. The same exhibitors request to come back year after year and we have reached a maximum number for the space used. We currently have approximately 25 exhibitors and 900 students attend the event.

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ISU OFF-CAMPUS CONNECTION and *LANDLORD CONNECTION*

Description

These are tabloid publications that are published with specific audiences in mind. The *Connection* is aimed at the 10,000 off-campus students who attend Iowa State University. All articles are written with the commuter student in mind. Topics such as handling stress or making your living space more attractive have been explored. The *Landlord Connection* is directed to Ames landlords, and includes articles on fair housing, changes in codes, and alcohol use in apartments.

Goals/Rationale/Background Information

Commuter students are often "out of the loop" of traditional information sources. By providing the *Connection*, we hope to encourage students to use the Off-Campus Center for information and assistance. The *Landlord Connection* was designed to assist local landlords become better equipped to be good landlords and better serve our student tenants.

Resources

Printing costs are covered by the Government of the Student Body. A journalism intern is editor of both publications and students write most of the articles. All is formatted on Pagemaker desk top publishing on a Macintosh computer provided by the Government of the Student Body. *Connection* is printed twice per semester. *Landlord Connection* is printed twice each year.

Evaluation

We have had good comments on both publications. Impact is hard to determine. Our stories are taken from topics that seem to be "hot" at the time, making the tabloids pertinent to what is happening around campus. The school paper, the *Daily* has been criticized as having too many advertisements and news not pertinent to commuter students. We have made an attempt to change that through our publication.

Contact

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Date submitted: 6/92 **Submitted by:** Ellen E. Fairchild

RESIDENCE HALL FORUMS

Description

Each spring, the Commuter and Off-Campus Student Organization (COSO), conducts a series of presentations in the residence halls in order to prepare students for the transitions and responsibilities associated with moving off campus. The presentations convey information on landlord tenant responsibilities, leases, security, and other topics.

Goals/Rationale/Background Information

The goals of the Residence Hall Forums are to provide students with information that will enable them to make intelligent and careful decisions when choosing housing, to give students the "how to's" of housing, and to teach students to protect themselves from illegal rental practices. Also, COSO's presence visibly identifies them as the link to campus. This program is effective because it is proactive and because it is geared toward students who will move for the first time and do not know what to expect.

Resources

Members of COSO conduct the presentations, which are held within various lounges in the residence halls. The only costs associated with the program are publicity costs (for fliers, resource books, and mailers). These are incurred by COSO.

Evaluation

Based on feedback from attendees and residence hall staff, the programs are extremely valuable. Much training has to be done in advance with the presenters to ensure they do not give answers to legal questions.

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Student Activities Office
226 Kent Student Center
Kent, OH 44242
(216) 672-3105

Date submitted: 5/91

THE OFF-CAMPUS EXPERIENCE

Description

The *Off-Campus Experience* is a publication which contains useful information for students who are in the process of searching for off-campus housing, or who are already living off-campus. Listed within is information on landlord and tenant responsibilities, leasing information, area utility rates and hook-up procedures, area transit information, and listings of services available to students both on and off campus. Also, maps of the area are included.

Goals/Rationale/Background Information

The purpose of the booklet is to provide useful information that will enable students to make intelligent and well-thought-out decisions when choosing off-campus housing. This is necessary since many students do not know how to protect themselves from unlawful rental practices. Additionally, a second purpose of the booklet is to provide information on services and resources available in the community and on campus.

Resources

Funding is provided by the commuter and Off-Campus Student Organization (COSO) through money allocated from student fees. The booklet is written and edited by members of COSO and is distributed both from their office and at programs they sponsor.

Evaluation

Approximately 1,000 booklets are given out each year. Students find the information very useful.

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OFF-CAMPUS HOUSING AND ROOMMATE BULLETIN BOARD

Description

Bulletin boards which advertise housing available in the area are maintained by the Commuter and Off-Campus Student Organization (COSO). Students who are looking for roommates and/or housing can post or "phone in" notices, and landlords can also post or "phone in" notices about available housing.

Goals/Rationale/Background Information

Bulletin boards are maintained so that housing and roommate searches can be accomplished quickly, easily, and efficiently.

Resources

The only expenses involved in maintaining the bulletin boards are costs associated with creating "housing and roommate available/wanted" slips, maintaining a phone line (though this would not be necessary), and subscription costs for local newspapers (for housing advertisements). Volunteers at COSO maintain and update the bulletin boards.

Evaluation

The bulletin boards are effective. Several hundred students use the boards each semester. A drawback to the system is that it is hard to keep the listings current.

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Date submitted: 5/91

THE APARTMENT QUICK-GUIDE

Description

Edited and published by the Commuter and Off-Campus Student Organization (COSO), the *Apartment Quick-Guide* is a booklet that lists rental information for area apartment complexes that rent to students. Information listed includes contact person(s), rental rates, number of bedrooms available, handicapped accessibility, and others. COSO updates the booklet annually by mailing an information questionnaire to apartment managers.

Goals/Rationale/Background Information

The *Apartment Quick-Guide* is produced and distributed in order to make students' search for off-campus housing easy and efficient.

Resources

Funding is provided by the Commuter and Off-Campus Student Organization, through money allocated from student fees. The booklet is edited by members of COSO who distribute the book from their office and also pass them out at programs they sponsor.

Evaluation

Approximately 1,000 booklets are picked up by students each year. The books are used by current students and by students considering transferring to Kent State University. Students find the booklet useful, and area landlords are always eager to have their complex listed.

Contact

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Date submitted: 5/91

TENANT'S CONSULTANTS

Description

Briar Cliff is a large off-campus apartment complex which houses approximately 600 students exclusively in the borough of Kutztown. Through the joint efforts of the Director of Commuter and Judicial Services and the Graduate Assistant in the Off-Campus Student Life Office in cooperation with the management of Briar Cliff, the position of Tenant's Consultant (TC) was developed and implemented.

Tenant's Consultants are apartment complex residents who are concerned with improving living conditions, relationships with neighbors and Briar Cliff management, and creating a positive awareness of Briar Cliff as a community. They do not work for the complex nor the University. They have committed their time and effort to better their community.

Responsibilities of the TC's include: write, publish, and distribute a newsletter entitled *Cliff Notes*; assist in the development of programs for students at Briar Cliff; act as a liaison between peers, management, and University administration; coordinate the formation of the Briar Cliff Tenant's Advisory Council; assist in the establishment of a volunteer program for an adult retirement community adjacent to the development; and recruite student-volunteers for various boards and panels involving Briar Cliff management, University administration, Borough Governance, and civic action groups.

Goals/Rationale/Background Information

Kutztown University is committed to providing students with an array of activities, programs, and organizations. Since student involvement is an integral part of the Kutztown University experience, the primary goal of the Tenant's Consultant program is to enhance the participation of off-campus students in on- and off-campus life. Tenant's Consultants establish and maintain a relationship with the campus, promote civic responsibility through the implementation of student volunteer services, and involve themselves in their surrounding community while trying to recruit others to do the same.

Resources

Funding is provided for Tenant's Consultants by the management of Briar Cliff through the University's Foundation. Each TC receives a stipend at the end of the fall term applicable to their spring semester's rent. Each TC is eligible for an additional bonus at the end of the spring semester. Their commitment to the position as well as its quality is evaluated at the end of the spring semester by the Dean of Student Life, Director of Commuter Services, Off-Campus Student Life Graduate Assistant, and Briar Cliff manager. Their progress is monitored by the Director of Commuter Services and Graduate Assistants as part of their job descriptions.

Evaluation

The creation of the Tenant's Consultants positions has created a wealth of positive feedback from residents of Briar Cliff, their neighbors, the Property Manager, Kutztown University administrators, and members of the local borough governance. Students report that they feel safer and feel satisfied that their opinions are being heard after a period of feeling ignored.

Contact

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Date submitted: 9/90

OFF CAMPUS HOUSING OFFICE

Description

The Off-Campus Housing Office at the University of Rhode Island provides a computerized listing of local housing and maintains a book of students who need roommates. In cooperation with the Commuter Center, they also provide workshops and information on apartment/house hunting, tenant's rights, etc.

Goals/Rationale/Background Information

This office provides valuable housing information about available property and tenant's rights - all of which is needed by commuters.

Resources

The office is located in and funded by the Office of Residential Life. Additional funds are provided by realtors and landlords who pay a nominal fee to list property. They have part-time student staff and a computer and custom program for sorting information.

Evaluation

Since this office is run by the Office of Residential Life, we (the Commuter Center) are not aware of any formal evaluation, though members of our staff have used their services, and have been very satisfied.

Contact

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Roger Williams Commons/URI
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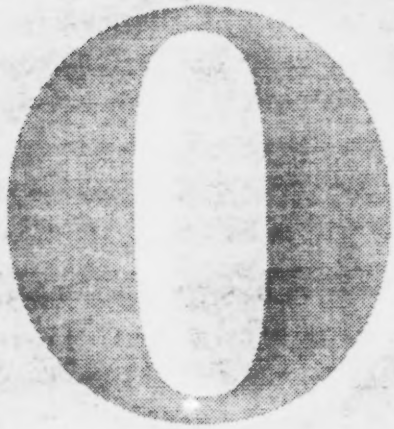
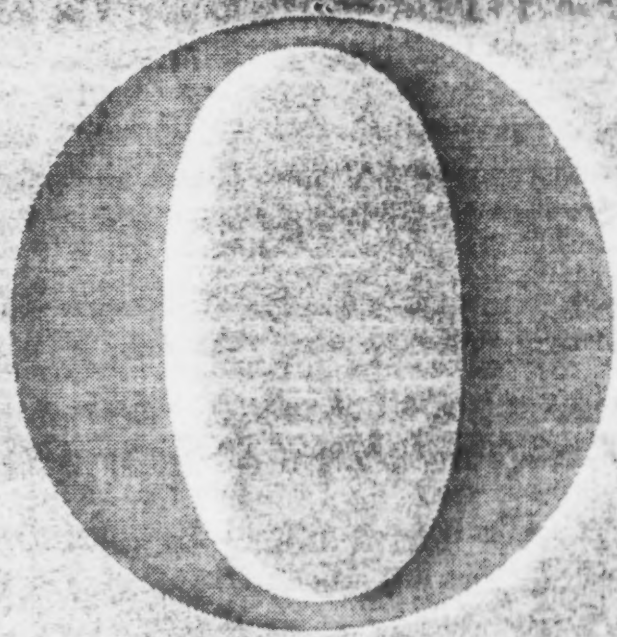
Date submitted: 2/93 **Submitted by:** Deborah Barton



Orientation

Orientation



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S.H.O.W. (STUDENTS HELPING ORIENTING & WELCOMING)

Description

Each spring, experienced students are recruited to serve as Big Brothers/Sisters to new first year students for the following fall. The program is introduced to new students through their Orientation advisors and those interested are able to sign up at that time. As an additional effort to reach first year commuting students, an interest form and letter is mailed directly encouraging them to mail it back or hand it in during their Orientation. Matching of "Bigs" and "Littles" takes place throughout the summer, and each person is mailed the name of the person with whom they have been matched.

"Bigs" are asked to meet with their "Littles" primarily through the first few weeks of school to help them with buying books, finding things on campus, and other things that will help with the new student's transition to college life. Participants are invited to come by the S.H.O.W. PLACE, a check-in location with campus information and student volunteers, that is run during the first week of classes. "Bigs" are then asked to contact their "Littles" at midterm and finals time.

Goals/Rationale/Background Information

While designed initially as a way to help commuter students make the transition to college and form a network of friends, the program was opened to resident students due to commuters' expressing interest in that the program include all UMCP students. This gives all of the participating students an opportunity to get to know someone who may be experiencing the University from a different perspective than their own.

The structure of S.H.O.W. is designed to offer a variety of ways for a student to be involved. A student may be a "Big," with the only requirement being they attend a one hour training session. Beyond this, a student may volunteer to be part of the Summer, Fall, or Spring Corps of Volunteers to help with the activities of the program during those times. Finally, each spring a student or students are chosen to become S.H.O.W. interns/student co-coordinators. While earning credit for an internship focusing on leadership, these students are able to put their learning into practice through the summer and following fall.

Resources

The Office of Commuter Affairs assumes the majority of the cost of the program. The Orientation Office contributes to some of the summer mailing costs and coordinates the majority of marketing to the new students. Student volunteers staff the recruiting, training, matching, and welcoming events.

Evaluation

Formal evaluation is conducted each fall with written evaluations being mailed to all "Bigs" and "Littles." Informal evaluations take place when students come by the S.H.O.W. PLACE. At this time they are asked to update their fall addresses and let us know if their match has worked out. With its positive reputation and breadth of student involvement, the program has remained a bright spot for individual students and the campus community as a whole. Newsletters throughout the summer have been found to be helpful in maintaining commitment and a sense of "groupness" for "Bigs" between their training session in the spring and later in the summer when they contact their "Littles." For the new students the newsletters serve as a way to get them updated campus information, dates of welcoming events, and other information even after they have attended Orientation.

Contact

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Date submitted: 7/92

CLASS VISITING DAYS

Description

During "Class Visiting Days" prospective commuting students are paired with current commuting students. These prospective students attend classes and eat lunch and meet in the late afternoon with representatives from the Admissions Office and the Office of Commuter Services.

Goals/Rationale/Background Information

Goals for the program are to encourage prospective students to attend Fordham University, and to show them all the services and programs available to individuals deciding to commute. In addition, the planning goal for Fordham University includes an aggressive program to maintain and attract the best commuting students in the New York area. The "Class Visiting Day" program is one of the ways in which we are beginning to meet this goal.

Resources

Funding through Admissions Office includes mailings, telephone calls, and lunches.

Evaluation

To date we have seen a tremendous increase in commuter acceptances. The program will continue and expand next year. At some point we would like to send current commuter students on the road with Admissions staff as they recruit students in the local areas.

Contact

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Date submitted: 7/92 **Submitted by:** John Nonnamaker

BACK TO SCHOOL NIGHT

Description **Target Group:** Adult Students

Back to School Night is an orientation program that was developed to meet the needs of returning adult students at Johnson County Community College (JCCC). The Back to School Night orientation is sponsored by the Adults Unlimited program at JCCC. The orientation includes an information component and a tour of the campus. Students are introduced to a number of support services and the faculty/staff that provide the services, including Honors Program, Academic Achievement Center, the Children's Center (daycare), Financial Aid, and Career Center.

Each faculty/staff participant gives an informal presentation that highlights the type of service provided, and how the student can utilize the service. Each presenter brings handouts/materials to distribute to the students during the program. At the conclusion of the evening, each presenter is available to answer questions and to disseminate additional information.

Goals/Rationale/Background Information

The goals of this program are to inform students about support services, familiarize students with their environment, and decrease anxiety. Past surveys indicate that the majority of students attending the Back to School Night have been out of school (high school or college) for 10 to 15 years. Anxiety is certainly a factor in returning to school.

Resources

The costs for the Back to School Night orientation are minimal. The total budget for bulk rate mailing, printing, and refreshments is approximately $100.

Evaluation

The results of surveys from the Back to School Night audiences indicate that the orientation is one of the first contacts the student has with the college. The majority of students who attend the orientation have already enrolled in classes, but they want additional support services information.

Following the orientation, students have reported on surveys that they felt less anxious in returning to school and more confident in their decision to return to school. Simply knowing where on campus a certain class will be held can alleviate an anxious moment.

This program is the only orientation offering on campus that is exclusively designed for returning students. In addition, Back to School Night represents one of the few truly collaborative efforts to serve adult students on this campus. This shared

experience on the part of the participating faculty and staff stresses the importance of working together to achieve our desired outcome, and that is, to provide a positive experience for the students. Through collaboration, separate areas of the campus are linked together, communication is enhanced between departments, and a heightened sense of awareness and sensitivity to adult student needs is reinforced.

Contact

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Overland Park, KS 66210

Date submitted: 7/92

OFF-CAMPUS STUDENT ORIENTATION LUNCHEON

Description

This program provides a starting point for off-campus students coming to campus to participate in orientation weekend. A box lunch is served and information is provided about the weekend's activities and topics that are of particular interest and concern for off-campus students (e.g., parking, food establishments, Off-Campus Student Association). Student leaders and administrators speak about on-campus involvement.

Goals/Rationale/Background Information

The goal of this program is to motivate off-campus students to participate in orientation weekend from the very beginning. Once on campus they are convinced of the importance of their participation in all of the events of the weekend. This program can be viewed as an initial point of involvement.

Resources

Folders containing information are handed out to all participants. Invitation letters are sent out four weeks in advance. Box lunches are provided. Orientation workers are needed to keep things flowing. Total cost for 700 students is approximately $1,800.

Evaluation

Those students who attend the luncheon are far more likely to participate in events throughout the weekend, and thus they are more likely to be comfortable and involved in the campus community.

Contact

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Date submitted: 7/92

GREAT START WEEKENDS

Description

Great Start is an intensive pre-orientation program for new commuter students which addresses issues of college adjustment. The "weekends," overnight 24-hour experiences in July, bring groups of new freshman or transfer commuters together for acquaintanceship, tours of the campus, exclusive use of special facilities on campus, information on involvement opportunities and campus resources, and discussion on commuter student life at the University of Miami (UM). These new students also have an opportunity to develop relationships with the upperclass commuter students who organize and run the weekends. Students are housed in the University's summer conference housing, and fed in on-campus commuter dining facilities. Great Start's various activity sessions are held in facilities all over campus to maximize student familiarity with the University.

Goals/Rationale/Background Information

The primary goal of Great Start is to assist new commuter students with their adjustment to college. It is frequently difficult for commuters to connect with the University, to get the information they need to begin the year, and to make friends when they are new to the campus. Great Start provides a personal atmosphere, before the pressures of classes begin, for participants to think about life as a UM commuter, to orient themselves to the campus and its resources, and to begin friendships with other new and returning students. The atmosphere of the program is relaxed, social, and very affirming toward the commuter lifestyle.

Resources

Great Start is a fairly expensive program due to housing, food, and miscellaneous costs (e.g., all participants are given a "Great Start" tee-shirt). Students are charged a minimal fee to subsidize cost, although ideally the program would be free. Donations of snack food and prizes for selected activities are solicited through local merchants.

Housing for students and staff is coordinated through UM's summer conference housing. The program staff consists of a volunteer student committee -- many are Great Start "grads" -- and the Director of Commuter Student Affairs. Space is reserved in various facilities on campus for program sessions.

Evaluation

Great Start has been in existence for four years, and participant evaluations have been consistently positive. Students feel that the program prepares them well for fall Orientation and their first semester at UM. Their knowledge of the campus and its resources and the connections they make with other Great Start participants and staff

contribute to their self confidence and sense of connectedness to the University from the first days of the fall semester.

Additionally, as a result of their exposure to involvement opportunities during the program, many Great Starters join student organizations, pursue positions of leadership on campus, and return to Great Start in following years as planning committee members.

Contact

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Date submitted: 10/92

EARLY ADVISING AND SCHEDULING SYSTEM

Description

The early advising and scheduling program provides individualized advising and registration for incoming freshmen. It also provides small group session with on-campus students who discuss the Kent experience and answer questions and concerns.

In addition, the program provides information to parents about academics, transitions, commuter services, payment of fees, and financial aid.

Goals/Rationale/Background information

The goals of this program are to provide commuter students and their parents with the opportunity to meet others and discuss issues and concerns specific to commuter students, and to give current Kent commuter students the opportunity to share their experiences with students and parents.

Resources

Department funds and assistance are used for this program.

Evaluation

Evaluations indicate that commuter students and their parents are very satisfied by the program.

Contact

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Date submitted: 4/91

COMMUTER MASS MEETING AND RECEPTION

Description

Held during Orientation week, the purpose of the "Mass Meeting" is to disseminate information specific to freshmen commuters and to give them an opportunity to get acquainted with one another. Invitations are mailed to all commuters and the New Student Orientation Department publishes the event in its master schedule. Speakers from various departments are featured (Bus Services, Parking Services, etc.), followed by a get-acquainted exercise. The day ends with free pizza and giveaways.

Goals/Rationale/Background Information

The goals of the program are to welcome freshmen commuters, to create a sense of community among them and to enhance their inter-campus connection and ties. This program gives commuters an opportunity to gain information on services and resources they otherwise might not learn of. Part of the program's success lies in the fact that it is planned on a day in which all commuters are already on campus for Orientation Week.

Resources

The event is usually held in the Rathskellar, an on-campus "eatery" which easily seats the freshmen commuters. All funds for the program are raised by the Commuter and Off-Campus Student Organization. Speakers from the various departments willingly donate their time, as well as informational handouts and brochures. Giveaway prizes are donated by local merchants.

Evaluation

The Commuter Mass Meeting is always well-received. Usually, 300 persons attend, and awareness of services and resources is increased. Evaluations have demonstrated that students are appreciative of the information they receive and are excited about meeting fellow commuters and administrators.

Contact

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Date submitted: 5/91

COMMUTER CLASSMATE PROGRAM

Description

The Commuter Classmate program is targeted at incoming commuting freshmen and is divided into two phases. In Phase I, guidance counselors from 47 local high schools are contacted in the spring and provided with a list of seniors from their high schools who are coming to SUNY Buffalo (UB) in the fall semester. The guidance counselors are asked to nominate two to three outstanding seniors who plan on commuting to UB in the fall and who demonstrate leadership abilities.

The nominated students, called Commuter Classmates, attend a meeting in June where they receive helpful information about commuting to UB. The Commuter Classmates then go back to their high schools and disseminate the information to other seniors who plan on commuting to UB in the fall. The Classmates serve as a link between the university and their peers.

In Phase II of the program, the Commuter Classmates are asked to participate in a variety of activities throughout the academic year. These activities include a commuter car wash, commuter breakfasts, etc. Classmates are encouraged to contact commuting freshmen from their high schools to participate in these activities.

Goals/Rationale/Background Information

This program is designed to help commuting freshmen adjust to college life. Through participation in this program, commuting freshmen make important connections before the first day of classes, which helps them feel more comfortable and less "like a number" at a large university. As a result, we hope to encourage commuter involvement in campus life starting in the freshman year. Moreover, the Commuter Classmates further their leadership development through their involvement in the program.

Resources

One professional staff member and one graduate assistant run the program. Postage costs for sending information to guidance counselors are around $20, with an additional $25 spent for food at the meetings and informational folders for the Classmates.

Evaluation

At the conclusion of Phase I, Commuter Classmates are asked to complete a written evaluation of the program. The students' feelings about the program are overwhelmingly positive, with comments such as "I felt better than a number," "My teachers were impressed by UB's concerns for commuters," "The campus is (now) more familiar." All said they felt more confident about commuting to UB as a result of the program.

Contact

Edward Brodka
Student Activities Associate
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150 Student Union
Office of Student Life
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(716) 645-6125

Date submitted: 12/92

ORIENTATION ACTIVITIES FOR OFF-CAMPUS STUDENTS

Description

New Student Orientation at Emerson College begins the Sunday before Labor Day each September and follows a daily schedule through the following Friday. Space is available for 50 students to live on-campus during Orientation Week to take the best advantage of the week's events. During the week of events, programs are provided specifically for off-campus students to mirror certain residence hall programs or provide an opportunity for new off-campus to meet each other. A breakfast is held prior to the Orientation Introduction, during which off-campus students are briefly introduced to the resources they will likely be using or looking for as off-campus students. Later that evening, the Office of Public Safety leads a question and answer session about safety in the city and how to report crime on campus. On Wednesday of Orientation Week, returning off-campus students participate in a panel discussion representing the variety of off-campus experiences typical to the College (traditionally-aged students living at home, out-of-state residents living in the city, international students, non-traditionally aged students, students working as live-in childcare providers, moving off campus from the residence halls, etc.) A pizza party is also provided during the evening, hosted by returning students and the Student Union staff.

Goals/Rationale/Background Information

Emerson College does not use the term "commuter" in campus programming. As mentioned above, our off-campus residents are a varied group -- some living an hour away from campus, some living next door to a residence hall. None of these students respond to the term "commuter" as applying to them, so "commuter programs" are not widely attended. The programs provided during New Student Orientation answer many of off-campus students' immediate questions and help them meet each other. Similarly, New Student Orientation provides sessions for transfer students, non-traditionally aged students, students of color, etc.

Resources

Orientation is an all-college event designed and managed by the Office of Student Life and funded by the new students' orientation fee. The Student Government Association and the Student Union share costs for the breakfast and pizza party (students are requested to pay $2.00 for the pizza party, but any donation is accepted). Students pay a $50.00 fee for on-campus rooms during Orientation.

Evaluation

Informal surveying shows that off-campus students who choose to live on-campus during Orientation become involved on campus more quickly and stay involved longer than other off-campus students. Students who live off-campus locally (Greater Boston

area) are generally more involved than those who live in suburban areas. Earlier versions of this off-campus student orientation emphasized commuting, public transportation, and travel. This was not well-received. Current off-campus student programs emphasize the obstacles toward a full campus experience which may exist for off-campus students and successful ways to overcome them.

Contact

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Emerson College
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Boston, MA 02116
(617) 578-8680

Date submitted: 7/92

COMMUTER OVERNIGHT

Description

Commuter Overnight is a program held in late July where new commuter students have a chance to experience life as a residential student. This program begins on Saturday at 5:00 p.m. with dinner and concludes on Sunday following Mass. The evening includes a Hawaiian Luau at the campus swimming pool and all night movies with snacks. Approximately 60 students attend yearly.

Goals/Rationale/Background Information

This overnight event was designed to let commuters get a feel for campus prior to Orientation and provide an opportunity to meet other students. Through a scavenger hunt, new students become familiar with the layout of campus and location of various buildings.

Resources

Funding needs include meals, snacks, and a D.J. Students are charged $8.00 to secure a reservation. Residence hall rooms are used on a weekend when conference numbers are low. Commuter Council students act as team leaders and coordinate events.

Evaluation

Evaluation is done at the end of the program. Students love this event and make numerous friends. Most find a roommate for Orientation overnights, and students attending say that it eases the tension of Orientation.

Contact

Janet M. Fike
Director, Commuter Affairs
Duquesne University
315 Duquesne Union
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(412) 434-5816

Date submitted: 2/93

COMMUTER ORIENTATION

Description

The Commuter Orientation program is a separate but combined program with the Duquesne University Orientation. General Orientation begins on Wednesday; our program is on the Sunday afternoon prior to this Wednesday. It includes a family picnic, and arrangements are made for the bookstore to be open so that students may purchase books and take them home prior to the beginning of the semester.

Goals/Rationale/Background Information

This program was developed to eliminate fear prior to general Orientation. It gives parents a chance to visit the campus because we have found that commuter parents do not attend general Orientation Parent Programs during the week due to work commitments.

Resources

Funding is needed for the food and mailing. This program is usually an inside presentation with an outdoor picnic following. It is sponsored by the Commuter Assistants.

Evaluation

Prior to Commuter Orientation, only 10-20 students and only half-a-dozen parents attended general Orientation. After four years of our Commuter Orientation program, participation this year rose to 120-150 people at the Commuter Orientation program and over 135 commuter students in the general university Orientation program.

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Date submitted: 2/93

ORIENTATION LEADER TRAINING

Description

During training for orientation leaders, the Office of Judicial and Commuter Affairs conducts a half hour session about commuter students. Myths and realities about commuter students, basic facts, and questions most asked by commuters are the primary topics of the session. In addition, we discuss strategies for being a commuter advocate.

Goals/Rationale/Background Information

The goals of this training session are to increase awareness on campus about commuter students and to heighten the awareness and sensitivity of student leaders about commuters' needs and concerns.

Resources

No specific funding is necessary for this program. Only a staff members' time is required.

Evaluation/Impact

The feedback from orientation leaders has been very positive.

Contact

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Judicial & Commuter Affairs
332 Memorial Union
The University of Rhode Island
Kingston, RI 02881
(401) 792-2101

Date submitted: 2/93

PARENT ORIENTATION SESSIONS

Description

During Orientation sessions for the parents and families of commuter students are held. In these sessions, a representative from the Judicial and Commuter Affairs Office discusses adjustments to college life, impending changes, and how parents can help their students make the transition from high school to college. Information about the services of the office is also disseminated.

Goals/Rationale/Background Information

The goal of these sessions is to heighten awareness about the transition issues and the services of the office. We also strive to begin building connections between the parents and the office.

Resources

Staff members are needed to lead the sessions, and brochures are handed out.

Evaluation

Parents appreciate the time to talk and get their questions answered.

Contact

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332 Memorial Union
The University of Rhode Island
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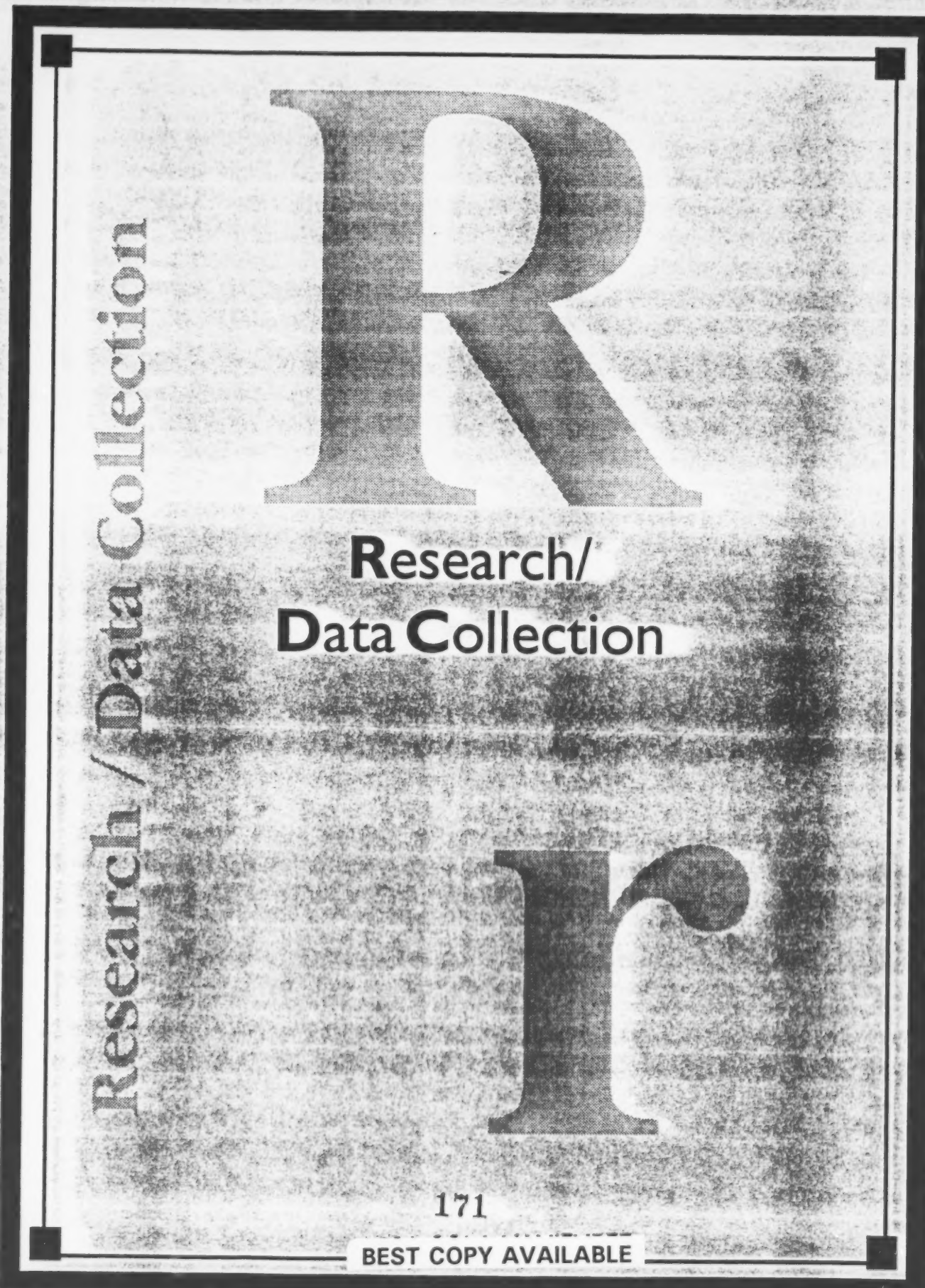
(401) 792-2101

Date submitted: 2/93



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COMMUTER TELEPHONE SURVEY

Description

A telephone survey is conducted late in the Fall semester to incoming dependent freshmen commuters to assess their needs and to obtain descriptive data on the population.

Goals/Rationale/Background Information

The goals of the telephone survey are to assess commuters' needs for the immediate year and to collect longitudinal data that will be useful for the development of re-alignment of institutional policies directed towards institutional change.

Resources

The survey is conducted by members and volunteers of the Commuter and Off-Campus Student Organization (COSO); it is conducted in student organization offices on campus. Costs associated with the survey include: 1) printing and duplicating costs; and 2) long-distance phone costs. COSO covers these. Computer Services provides lists of names and phone numbers for free.

Evaluation/Impact

Conducting an annual telephone survey is extremely valuable. Useful information is gained about commuters and is disseminated to colleagues in Academic and Student Affairs. Respondents are thrilled to answer questions and report having their "importance" to the university affirmed as a result of participating. Using student volunteers is extremely effective - commuters are at ease with their peers.

Remarks

Ideally, the same survey should be given year to year to ensure that long-term data is reliable and valid over time. Luckily, COSO receives administrative support from the top down, and "experts" from various departments help in designing a reliable, valid survey. A mock survey should be done before a real one is implemented. Volunteers should be thoroughly trained.

Contact

Michelle Schultz
Adviser, Commuter & Off-Campus Student Organization
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Student Activities Office
226 Kent Student Center
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(216) 672-3105

Date submitted: 8/92

FOCUS GROUP RESEARCH

Description

Two focus group luncheons were offered over the course of two semesters to learn more about the needs of students whose commute is at least 100 miles to Iowa State University. Procedure for focus group research was followed diligently witht he help of a professor on campus who is an expert in the field of qualitative study. Questions were formulated to try to ascertain the service and involvement needs and issues of this group of students.

Goals/Rationale/Background Information

Many of the services we offer, by design of the Government of the Student Body, are for those students living in Ames in an off-campus housing situation. We want to expand our services to include a larger percentage of commuter students. The focus group research provided us with a way to hear, first hand, the needs of those students travelling long distances to come to Iowa State.

Resources

The luncheon costs were covered by fund-raising money the Center had obtained. Printing and postage came from the general budget. Staff time was absorbed by current staff. The professional consultation was free.

Evaluation

The findings of the research support many other pieces of research done on the campus for adult student populations. The report was forwarded to appropriate offices around campus and has allowed us to urge reform in some services and advocate increase in service to some other areas.

Contact

Off-Campus Center
Iowa State University
59 Memorial Union
Ames, IA 50011
(515) 294-2364

Date submitted: 6/92 **Submitted by:** Ellen E. Fairchild

RENTAL RATES AND AVAILABILITY SURVEY

Description

The Off Campus Center (OCC) maintains current listings of available housing in the community which includes houses, apartments, duplexes, rooms in homes, mobile homes, condominiums, and townhomes. For complexes with 20 or more units, the Center conducts periodic studies of the rental rates and availability of units. A new price list is published each semester. Availability studies are conducted every three weeks during peak periods. Comparisons of price and availability by year are done each semester.

Goals/Rationale/Background Information

The service provides current and incoming students with the most accurate information regarding the local rental housing market.

Resources

The OCC student staff conducts telephone surveys of all apartment complexes with 20 or more units to obtain current rental and vacancy rates. Each year a mailout survey is conducted to obtain current information on apartment complexes.

Evaluation

The housing listings and price information are the Center's most frequently used services. The Off Campus Center is the only area resource for this information. Public awareness of the Center's services and the number of housing listings has increased in recent years.

Contact

Coordinator, Off Campus Center
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Date submitted: 7/92 **Submitted by:** Rick Montelongo

DOG DAYS

Description

To help get commuters to respond to a needs assessment, "Dog Days" were established. A table was set up in a high traffic area where commuters could buy a hot dog for a quarter when they completed the survey.

Goals/Rationale/Background Information

The goal of "Dog Days" was to obtain information from commuter students and provide an inexpensive incentive for survey participation.

Resources

Along with surveys, 50-100 hot dogs and buns, condiments, and pens and pencils were used. Three to four volunteers staffed the event.

Evaluation

We had both large and positive response to the survey, and commuters enjoyed the inexpensive food.

Contact

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Date submitted: 5/91

QUESTION OF THE WEEK

Description

Each week, the Office of Commuter Affairs at the University of Maryland at College Park (UMCP) hosts a "Good Morning, Commuters!" program. Students can drop by the Union Atrium from 7:30 to 9:30 a.m. every Wednesday for free coffee, tea, hot chocolate, and doughnuts.

A unique aspect of this program is the Question of the Week. Each week, a different campus office or department hosts the event and is able to ask students a question of their choosing. These questions are typed in advance by the staff of the Office of Commuter Affairs and placed by the doughnuts for students to take and answer while enjoying their breakfast.

Goals/Rationale/Background Information

The goals of this data collection effort are three fold: one, to provide campus organizations with an opportunity to hear commuters' voices, two to give commuter students the opportunity to speak their mind, and three to give the Office of Commuter Affairs valuable information about the commuter students at UMCP.

Resources

Staff time, paper, and copying costs are the only expenses for the Question of the Week.

Evaluation/Impact

The Question of the Week is very popular both with students and campus departments. Commuter students have remarked that this is one of the few places where they are asked what they think and campus offices have found the information obtained from students to be very helpful.

Contact

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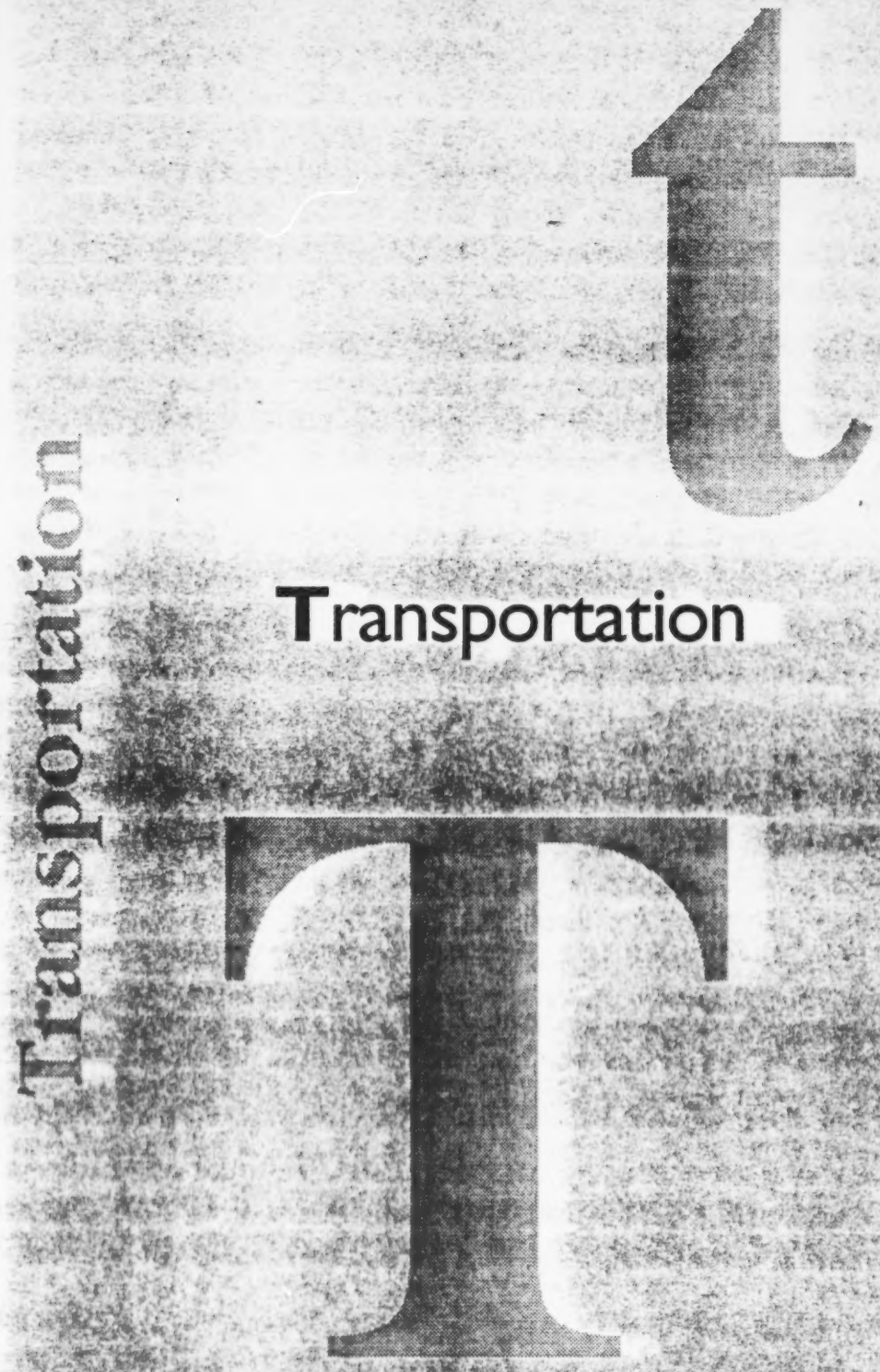
Date submitted: 3/93



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BUS DRIVER OF THE MONTH AWARD

Description

The Bus Driver of the Month award is given to local town bus drivers who transport students to James Madison University to show appreciation of the special service they provide. The driver is chosen monthly through a ballot system at the bus stops. The driver chosen is awarded two complimentary tickets to eat in any dining facility on campus, a certificate of appreciation, and a write up in the University paper.

Goals/Rationale/Background Information

The purpose of the award is to promote positive relations between the community and the student body. It is also an opportunity to show appreciation for a service that is used by all of the students.

Resources

The transportation coordinator of the Commuter Student Council organizes and supervises this award program. It is funded through the budget of the Commuter Student Council.

Evaulation

As a result of the appreciation shown by students, bus drivers have become more amicable and cater more to the transportation needs of the students. Feedback from the bus drivers has been positive.

Contact

Melodie M. Maher
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Harrisonburg, VA 22807
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Date submitted: 7/92

CARPOOL PROGRAM

Description

Commuter students interested in ridesharing can stop by the Office of Commuter Affairs and complete a simple carpool application. Within a few weeks students receive a list of other University of Maryland at College Park students who live near them and who have expressed an interest in carpooling. Any further arrangements for carpooling are made by interested parties contacting one another. Once carpools are formed (three or more students), members are eligible to apply for campus priority parking which offers more conveniently located parking spaces than those typically assigned to students.

Goals/Rationale/Background Information

The goals of this program are to provide alternative transportation options for students needing or desiring carpooling, incentives to students to reduce traffic and parking congestion, and transportation alternatives which have a positive impact on the environment.

Resources

Carpooling match-up lists are processed at the Metropolitan Washington Council of Governments.

Evaulation

Participation continues to grow indicating that the program serves a need.

Contact

Mark S. Lee
Coordinator of Commuter Information Services
University of Maryland at College Park
1195 Stamp Student Union
College Park, MD 20742
(301) 314-5274

Date submitted: 6/92

COMMUTER STUDENT CARPOOL DIRECTORY

Description

To facilitate carpooling to campus, commuter students have access to a student directory each semester. Arranged alphabetically by home town, the list contains each commuter's name, campus post office box, home address, curriculum, year in school, and home phone number. This information gives students an opportunity to contact commuters in their home town. One advantage of listing names alphabetically by town is that students may live closer to another town than the one listed and students traveling a distance may pass through another town en route. This process allows students to check all students in a given region. The list, which is generated by the computer center and run off by campus duplicating services, is placed at the information desk in the student union.

Goals/Rationale/Background Information

The goals of this directory are to reduce students' costs of commuting and to provide an opportunity for commuters to get to know other students in a non-classroom setting.

Resources

Funding is provided by the Commuter's Association. Total costs amount to less than $100 a semester.

Evaluation

Students have reported that the project is beneficial. However, no questionnaire has been sent to determine how many students utilize the information. The program is a low cost effort to assist commuters. Even those who do not take advantage of the service feel that the office cares and is trying to make their campus more pleasant.

Contact

John J. Trathen
Commuter Carpool Information
Bloomsburg University
Bloomsburg, PA 17815
(717) 389-4199

Date submitted: 8/92

STUDENT COMPASS PROGRAM

Description

ComPass offers a 10% discount on the cost of monthly transportation passes for full-time Temple University students. Students receive three monthly transportation passes, valid on vehicles operated by the Southeastern Pennsylvania Transportation Authority (SEPTA). The 10% discount results from a matching 5+5% contribution from the University and SEPTA for each student who participates. Students must sign up and pay for three months of passes before the start of the academic semester. Fall participants receive passes for September, October, and November. Spring participants receive passes for February, March, and April.

Goals/Rationale/Background Information

SEPTA initially developed the ComPass program to benefit the employees of area businesses. The idea of adapting ComPass to serve University students was advanced by Students United to Provide Transit Action (SUPTA). The program achieves a major goal of SUPTA--obtaining lower transportation fares for students.

Resources

The program involves the participation of several University offices. The Office of the Dean of Students is responsible for the program's overall management. This office works with SEPTA, coordinating the registration periods when students purchase ComPass, and overseeing the printing of posters, brochures and mailings to inform potential participants of how and when to register for ComPass. The Bursar's Office processes students' ComPass purchases and generates a list of all participants who will receive passes. ComPass draws primarily on existing staff resources, with only some costs incurred for advertising and information of the program to students.

Evaluation

Since Temple University adopted the ComPass program in 1987, over 1,000 students have benefitted from the 10% discount. Retention across semesters has been moderate to fair. Many students who have participated have described various benefits of the program which include the discount, better budgeting, and the convenience of picking up prepaid passes on campus. These comments and the existing levels of student retention reflect that students benefit from the ComPass Program at Temple University.

Contact

James Fitzsimmons
Associate Dean of Students
Temple University, 207 Mitten Hall
Philadelphia, PA 19122
(215) 787-7188

Date submitted: 5/90

CAR CARE WORKSHOP

Description

To help commuter students learn more about care care, a local mechanic presented a workshop for commuters on preventative car maintenance and safety.

Goals/Rationale/Background Information

Many of Kent State's commuters drive cars and are concerned with getting to and from campus safely. The goal of the Car Care Workshop was to give commuters information on how to maintain their cars in the most inexpensive way possible.

Resources

The only costs associated with the program were for advertising. These were paid by the Commuter and Off-Campus Student Organization. The mechanic spoke for free, and provided a number of free brochures and handouts.

Evaluation

The Car Care Workshop was extremely informative and well-received.

Contact

Michelle Schultz
Adviser, Commuter and Off-Campus Student Organization
Kent State University
Student Activities Office
226 Kent Student Center
Kent, OH 44242
(216) 672-3105

Date submitted: 5/91

MOTORIST ASSISTANCE PROGRAM

Description

The Motorist Assistance Program provides services to commuter students who need to jump start their car, retrieve locked-in keys, inflate a flat tire, or obtain gasoline.

Goals/Rationale/Background Information

The goals of this program is to improve the image and customer relations of the Parking Services Office while providing a much-needed service to commuters.

Resources

The program is funded by the departmental budget. Staffing is through full-time ticket writers and student employees.

Evaluation

Approximately 3,000 motorists were assisted in 1990 and response from them was very positive. Public relations were significantly enhanced.

Contact

Fred Fabry
Administrative Assistant
Kent State University
Parking Services 123 SSC
Kent, OH 44242
(216) 672-4432

Date submitted: 4/91

PIT CREW

Winner of the 1991-92 ACPA Commission XVII Award for Outstanding Public Relations Strategy

Description

The PITcrew is a liaison between the Department of Campus Parking and the University of Maryland at College Park (UMCP) community. Several booths on campus are staffed by UMCP students who give out current and up-to-the minute parking information as well as assist with dead batteries, locked-in keys, flat tires, and empty gas tanks.

Goals/Rationale/Background Information

The goal of the PITcrew is to make commuting as painless as possible by providing readily accessible parking information together with actual practical support where and when needed. Additionally, PITcrew service is provided to departments which may have special temporary events.

Resources

Resources including student salaries for this service are provided by the Department of Campus Parking.

Contact

Gina Natale
Department of Campus Parking
Parking Garage 2, Bldg. 202
University of Maryland at College Park
College Park, MD 20742
(301) 314-7185

Date submitted: 7/92

RHODE ISLAND PUBLIC TRANSPORTATION AUTHORITY (RIPTA) SURVEY

Description

The Commuter Assistants at the University of Rhode Island put together a 10 question survey about the bus lines, days of travel, and frequency of use. The students went for three weeks to bus stops to distribute surveys as people got on and off the bus.

Goals/Rationale/Background Information

There have been many complaints about bus service in the area. This survey was designed to assess student satisfaction and provide feedback to RIPTA.

Resources

Paper, computer time, pencils, staff to administer survey. $12 and regular student salaries. The costs for this survey were minimal. Student salaries and incidental paper and printing costs constituted the budget of this program.

Evaluation/Impact

Based on the information from this survey, RIPTA changed many of the routes and schedules of the buses and subsequently administered their own survey a year later.

Contact

Deborah Barton
Assistant Director
Student Life
Commuter Student Services
University of Rhode Island
332 Memorial Union
Kingston, RI 02881
(401) 792-2828

Date submitted: 1/93

NATIONAL CLEARINGHOUSE FOR COMMUTER PROGRAMS

CALL FOR EXAMPLES OF GOOD PRACTICE

Serving Commuter Students: Examples of Good Practice is a regularly updated compendium of descriptions of high quality programs and services for commuter students on campuses across the nation. Although the programs and services included are not necessarily limited only to commuters, they are selected for their effectiveness in improving the quality of life for commuter students. It is because of contributions from colleagues like you that **Examples** has become a valued resource to those of us who work with, for, and on behalf of commuter students in all types of institutions of higher education.

Many colleagues have told us that submitting program descriptions to **Examples of Good Practice** has enhanced their credibility and added support to their efforts to improve commuter services on their own campuses. In addition, of course, your ideas will be helpful to other professionals nationwide.

Please consider the following criteria in determining which of your programs and services to submit for publication in **Examples**. If you are undecided about whether or not a program, service, or research effort is an "example of good practice," please send us a description for our staff to review. Keep in mind that an old idea on one campus may be new on another. Programs and services that make the most helpful "examples of good practice" are:

(1) effective for commuters (i.e., commuters' characteristics and needs have been considered);
(2) innovative;
(3) useful to a variety of functional areas;
(4) transferable from one institution to another;
(5) evaluated in some way, even if it was an "in house" evaluation (programs still in developmental stages will also be considered).

Please complete the form on the bottom and reverse of this page and attach any additional related materials. Use one form for each example and make copies of this form as needed. We would appreciate your limiting your entry to a page and a half. Please send us your "example of good practice" by **July 15, 1992.**

Name of your program/service/research: _____

1. Check the category most descriptive of your example:

___ **activities & organizations** (e.g., activity fairs, appreciation days, student councils)
___ **adult student-oriented programs & services**
___ **communication strategy** (e.g., publications, newsletters)
___ **facilities**
___ **housing** (e.g., listing services, town-gown relations, educational materials)
___ **orientation/new student programs** (e.g., big brother/sister programs, all-campus picnics)
___ **research/data collection** (e.g., needs assessment instruments, focus groups)
___ **transportation** (e.g., busses, carpooling, information)

2. Is your example specifically targeted for:

Check all that apply.

___ adult students
___ graduate students
___ minority students
___ new students
___ transfer students
___ other:_____

(please turn over)

3. Submitted by: _____

4. Position/Title: _____

5. Institution: _____

6. Address: _____

_____

7. Telephone: _____

8. Date Submitted: _____

9. Description of the program/service/research

10. Resources (funding, space, staff)

11. Goals/Rationale/Background Information (why this example meets the needs of commuter students)

12. Evaluation/Impact (formal evaluation or observational data on outcome/impact)

13. For more information, contact:

Please return by **July 15, 1992** to: NATIONAL CLEARINGHOUSE FOR COMMUTER PROGRAMS, 1195 Stamp Student Union, University of Maryland, College Park, MD. 20742. If you have any questions, please call us at (301) 314-5274.